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## Child Restraint Device Loaner Programs

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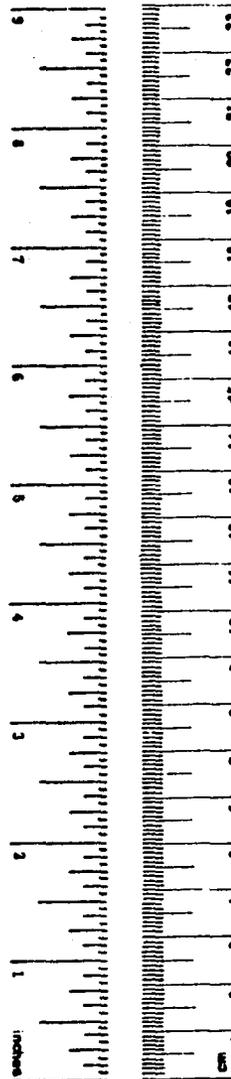
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16. Abstract The child restraint device (CRD) loaner programs in Tennessee were evaluated. Interviews were conducted with loaner program clients in Memphis, Chattanooga, and Knoxville. Administrators of programs in all three sites also were interviewed. The programs in Memphis and Chattanooga were sponsored by their respective health departments and were limited to use by low-income families; in Knoxville, the program was sponsored by a community organization (Jaycees/Jaycettes) and was available to any family wanting to participate. Clients were asked their opinions in the areas of child passenger safety, health and safety, government intervention, and loaner programs; administrators were asked about program procedures with an emphasis on effectiveness and efficiency. Clients were classified by location of program, method of acquisition, CRD use status, CRD possession status, income level and interview method. In general, both clients and administrators were supportive of the loaner program concept and the specific procedures, although various suggestions for improvement were offered. Although the highest rate of CRD acquisition resulted from an intensive attempt (with personal contacts) to secure loaner program participation, the highest rate of use was for self-selected participants. Support for mandatory restraint use laws for both children and adults was higher than the rate of restraint use with either group. Opinions were varied about who should be able to use loaner programs and the procedures which should be used, with most clients favoring conditions similar to their own experiences. Difficulties with publicizing the loaner programs were encountered in every site, but all program directors were able to modify their approaches to meet target group needs.					
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## METRIC CONVERSION FACTORS

### Approximate Conversions to Metric Measures

Symbol	When You Know	Multiply by	To Find	Symbol
<b>LENGTH</b>				
in	inches	2.5	centimeters	cm
ft	feet	30	centimeters	cm
yd	yards	0.9	meters	m
mi	miles	1.6	kilometers	km
<b>AREA</b>				
in <sup>2</sup>	square inches	6.5	square centimeters	cm <sup>2</sup>
ft <sup>2</sup>	square feet	0.09	square meters	m <sup>2</sup>
yd <sup>2</sup>	square yards	0.8	square meters	m <sup>2</sup>
mi <sup>2</sup>	square miles	2.6	square kilometers	km <sup>2</sup>
	acres	0.4	hectares	ha
<b>MASS (weight)</b>				
oz	ounces	28	grams	g
lb	pounds	0.45	kilograms	kg
	short tons (2000 lb)	0.9	tonnes	t
<b>VOLUME</b>				
tsp	teaspoons	5	milliliters	ml
Tbsp	tablespoons	16	milliliters	ml
fl oz	fluid ounces	30	milliliters	ml
c	cups	0.24	liters	l
pt	pints	0.47	liters	l
qt	quarts	0.96	liters	l
gal	gallons	3.8	liters	l
ft <sup>3</sup>	cubic feet	0.03	cubic meters	m <sup>3</sup>
yd <sup>3</sup>	cubic yards	0.76	cubic meters	m <sup>3</sup>
<b>TEMPERATURE (exact)</b>				
°F	Fahrenheit temperature	5/9 (after subtracting 32)	Celsius temperature	°C

\* 1 in = 2.54 (exactly). For other exact conversions and more detailed tables, see NBS Misc. Publ. 280, Units of Weights and Measures, Price \$2.25, SD Catalog No. C13.10.280.



### Approximate Conversions from Metric Measures

Symbol	When You Know	Multiply by	To Find	Symbol
<b>LENGTH</b>				
mm	millimeters	0.04	inches	in
cm	centimeters	0.4	inches	in
m	meters	3.3	feet	ft
m	meters	1.1	yards	yd
km	kilometers	0.6	miles	mi
<b>AREA</b>				
cm <sup>2</sup>	square centimeters	0.16	square inches	in <sup>2</sup>
m <sup>2</sup>	square meters	1.2	square yards	yd <sup>2</sup>
km <sup>2</sup>	square kilometers	0.4	square miles	mi <sup>2</sup>
ha	hectares (10,000 m <sup>2</sup> )	2.5	acres	
<b>MASS (weight)</b>				
g	grams	0.035	ounces	oz
kg	kilograms	2.2	pounds	lb
t	tonnes (1000 kg)	1.1	short tons	
<b>VOLUME</b>				
ml	milliliters	0.03	fluid ounces	fl oz
l	liters	2.1	pints	pt
l	liters	1.06	quarts	qt
l	liters	0.26	gallons	gal
m <sup>3</sup>	cubic meters	35	cubic feet	ft <sup>3</sup>
m <sup>3</sup>	cubic meters	1.3	cubic yards	yd <sup>3</sup>
<b>TEMPERATURE (exact)</b>				
°C	Celsius temperature	9/5 (then add 32)	Fahrenheit temperature	°F

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## PREFACE

This report is one in a series of 11 reports on the Child Passenger Safety Program in Tennessee. These reports are:

1. The Tennessee Child Passenger Safety Program;
2. The Impact of a Child Passenger Restraint Law and a Public Information and Education Program on Child Passenger Safety in Tennessee;
3. Development of Materials and Public Relations Efforts to Promote Child Passenger Safety;
4. Use of Telephone Surveys to Determine Awareness of Tennessee's Child Passenger Protection Law;
5. Organizational Networks for Promoting Child Passenger Safety;
6. Judicial Perspectives on Child Passenger Protection Legislation;
7. Enforcement of the Child Passenger Protection Law;
8. Development of Child Passenger Safety Component for Driver Education Programs;
9. Parents' Knowledge, Attitudes and Behavior About Child Passenger Safety;
10. Child Restraint Device Loaner Programs; and
11. Compliance with the Child Passenger Protection Law: Effects of a Loaner Program for Low-Income Mothers.

Three child restraint device (CRD) loaner programs in Tennessee were evaluated. Interviews were conducted with loaner program clients in Memphis ( $n = 31$ ), Chattanooga ( $n = 25$ ), and Knoxville ( $n = 30$ ). Administrators of programs in all three sites also were interviewed. The programs in Memphis and Chattanooga were sponsored by their respective health departments and were limited to use by low-income families; in Knoxville, the program was sponsored by a community organization (Jaycees/Jaycettes) and was available to any family wanting to participate. Clients were asked their opinions in the areas of child passenger safety, health and safety, government intervention, and loaner programs; administrators were asked about program procedures with an emphasis on effectiveness and efficiency. Clients were classified by location of program (Memphis, Chattanooga, and Knoxville), method of acquisition (borrow, buy, did not obtain), CRD use status (user or nonuser), CRD possession status (present, returned, own, did not obtain), income level (low, middle, or high), and interview method (phone or live).

In general, both clients and administrators were supportive of the loaner program concept and the specific procedures, although various suggestions

for improvement were offered. Although the highest rate of CRD acquisition resulted from an intensive attempt (with personal contacts) to secure loaner program participation, the highest rate of use was for self-selected participants. Support for mandatory restraint use laws for both children and adults was higher than rate of restraint use with either group. Opinions were varied about who should be able to use loaner programs and the procedures which should be used, with most clients favoring conditions similar to their own experiences. Difficulties with publicizing the loaner programs were encountered in every site, but all program directors were able to modify their approaches to meet the needs of their target groups.

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## I. INTRODUCTION

According to the National Safety Council (1978), automobile-related accidents are the leading cause of death and disability in young children in the United States. In 1977 automobile accidents resulted in 1,600 deaths and injuries among children under four years of age (National Safety Council, 1978). Motor vehicle accidents kill more children than any other single type of accident and far outweigh disease-related causes of death. National health programs have been successful in reducing the disease death rate through massive, ongoing immunization programs. In contrast, little is being done to protect children in car crashes.

Well-designed child restraint devices (CRDs) have been available for over a decade. Unfortunately, these lifesaving devices are not being used in great numbers. Researchers have shown that between 7 percent and 14 percent of families with young children use approved child restraint devices (Philpot, Perry, Hughes, Wyrick, Culler, Lo, Trent, & Geiss, 1979; Williams & Zador, 1976). Of those parents that use CRDs, only a small percentage use them correctly. It has been estimated that between 5.9 percent and 16 percent of CRDs being used are used properly (Hall & Council, 1978; Williams & Zador, 1976). Improper use does not provide adequate protection from death and injury.

Pediatricians and other physicians who frequently see children who have been injured in automobile accidents began promoting good safety practices for children riding in automobiles. All across the nation, pediatricians have taken leadership in telling parents about the importance of using CRDs. In Tennessee, pediatricians were persistent in pushing for a law to require parents to restrain their children when riding in automobiles (Sanders, 1977).

In a historic move, Tennessee became the first state to pass a child passenger protection law. The Tennessee child passenger protection law\* (see Appendix A), which became effective January 1, 1978, requires parents to restrain their children under four years of age in federally approved CRDs while traveling in their automobiles except under specified conditions.

The intent of the law is to protect children from needless deaths and injuries. Scherz (1976) has estimated that if children under five years of age were restrained properly, approximately 91 percent of the deaths and 78 percent of the injuries could be avoided. After a year of an intensive public information and education program, although 92 percent of the Tennessee residents with children under four years were aware of the state law, only 14.4 percent were in compliance with its provisions (Philpot, Heathington, Perry, & Hughes, 1979).

### Rationale

Currently there is great concern about the impact of public policy on families. Although there is general consensus that the United States does

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\*Tennessee Code 59 § 930, 1977.

not have an implicit family policy, most people also recognize that public policy in general affects families either in a positive or negative manner (Kahn & Kamerman, 1978; Kamerman & Kahn, 1976). Because there are a number of cultures or subcultures in our society, policy may affect these groups differently. What might be considered positive for one group may be detrimental to another group. A subgroup of the low-income population particularly may be affected by certain laws or policies. Because the low-income population lacks financial resources and many times social and educational experiences, they may have difficulty complying with some laws.

An analysis of the impact of public policy on families involves defining the goals of the policy, determining barriers which hinder compliance, and identifying alternate courses of action for achieving the stated policy goals (Jones & Thomas, 1976). Determination of short- and long-term costs and benefits to individuals, families, and society is necessary to understand the policy in the broader context.

Even without an extensive family impact analysis, the assumption can be made that some families will have a difficult time complying with the child passenger protection law. The price of a CRD (\$20 to \$60) may cause a hardship on low-income families, whose expenses for meeting basic needs already may exceed the amount of family income. In a recent study, low-income parents (those with less than \$5,000 annual income) who responded to a questionnaire cited cost as a major factor for their noncompliance (University of Tennessee, 1977). If a law is enacted with the specific intent of improving the general welfare of society, it is important that all members of society have the ability to comply with the law.

A program through which parents could borrow CRDs for a specified time might assist families, particularly those from low-income groups, in their attempts to comply with the law. The short-term initial costs of such a program might be offset by the long-term benefits of reducing deaths and injuries for individual families as well as society.

A loaner program has the potential of increasing parents' awareness about the importance of using CRDs, encouraging good behavior patterns by both parents and children which could carry over to future use as well as to other members in the family, and saving lives and reducing injuries. Although loaner programs in other states have been attempted (e.g., Jewett, 1977), the force of the law has not been behind them. These programs have been organized by civic groups and have served primarily middle-income families. Until the implementation of the Child Passenger Safety Program in Tennessee, no research had been conducted to determine the effectiveness of a loaner program with low-income families.

Because CRD loaner programs have not been evaluated systematically, it is important to assess differences among program approaches. It is tempting to give CRDs to low-income families on the assumption that the seats will be used, resulting in both financial and psychological savings to society. However, use cannot be assured automatically. Therefore, if parents pay a reasonable fee to rent a device, they may increase use because of their initial investment. Supporters of behavioral contracting have used this technique successfully in other areas (Mann, 1972).

To assess the impact of the Tennessee child passenger protection law on low-income families in particular, it is necessary to develop an improved understanding of the nature and life-themes of the low-income family and the reasons for the possible lack of compliance with the law. In addition, a better understanding of attitudes pertaining to the child passenger protection law will contribute to the development of more effective strategies for public information and education programs. Examining behavior changes with regard to a loaner program will provide alternative methods and options for the further development of programming to help persons in financial need comply with the law.

### Objectives

The primary objective of this project component was to evaluate CRD loaner programs. Of particular concern were dimensions of program effectiveness and program limitations, particularly with respect to operational logistics and client characteristics and beliefs. Beliefs about health and safety, government intervention, child passenger safety, and loaner program operation were identified as particularly relevant. In addition, perceptions of program administrators with respect to program operation and client needs were deemed important.

## II. REVIEW OF LITERATURE

Because the primary emphasis of the child restraint device (CRD) loaner programs originally was low-income parents, it is especially important to understand the nature of beliefs of low-income people as well as various elements of the passenger protection issue. Important components of the belief system of the low-income population, including life-style characteristics, attitudes regarding preventive health practices in general and CRDs in particular, perceptions of locus of control, and appropriate motivation and incentive strategies, are important to consider. Passenger protection issues include beliefs concerning safety belts and CRDs and the impact of child passenger protection legislation. Services and programs which make available CRDs to help parents comply with the law and/or provide for children's safety are components requiring consideration.

### Beliefs

A belief is an opinion, expectation, or conviction that certain things are true. Much attention has been given to how beliefs are related to attitudes and how they, in turn, affect behavior. Rokeach (1975) explained the relationships among attitudes, knowledge, and behavior. Belief, he stated, is composed of three components: (a) a cognitive component, (b) an affective component, and (c) a behavioral component. Behavior, he explained, is a function of the interaction between two attitudes--attitude-toward-object and attitude-toward-situation. These attitudes are affected by and contribute to beliefs. The relationship of behavior to the formation and revision of attitudes as well as the relationship of attitudes to the exhibition of certain behaviors is reciprocal.

Two major approaches to how beliefs are developed and revised include the congruence concept and the balance and dissonance perspective. Rokeach (1975) suggested that the more central a belief, the more it will resist change. It follows, then, that greater changes in the belief system are more likely to occur when more central beliefs are changed. Suedfeld (1971) proposed that, in the balance theory, people are described as viewing each other based on feelings, whereas in the dissonance theory, inconsistencies held by an individual are described as being based on thoughts. Sources of inconsistencies might include new information, experiences in new settings, and influences of other people.

Graves (1974) suggested that behavior is basically developmental in nature. He proposed that people exist at different levels and exhibit behaviors and values characteristic of that level. Several components, including cognition, motivation, values, and existence, make up the eight levels under which people function according to Graves' model.

There exists a wide range of perspectives on the formation and modification of beliefs and attitudes. Hughes (1979) concluded that the components are interrelated, that they probably are related in highly individualistic ways, and that changes in the environment stimulate some sort of interactions among them.

Beliefs of Low-Income Individuals. Since the late 1950s, particular attention has been paid to the uniqueness of the low-income population as constituting a subculture all its own. The attitudes, values, and beliefs are distinct from the middle-class American culture and are passed on from one generation to the next. Although there is great diversity among the low-income population and not all low-income individuals hold the values of the lower class, certain themes represent the life-style of the poor and are reflected in decision-making situations and in observed behavior. Rodman (1968) stated that behavior by people of the lower class cannot be evaluated adequately by middle-class values. False interpretation of behavior may result if judged by middle-class standards.

Irelan and Besner (1965) outlined four general areas which comprise the low-income population's outlook on life. A comparative simplification of the experiences of the world leads low-income individuals to view themselves as having limited alternatives, both in choices and in ways to accomplish those choices. Secondly, the low income feel a sense of powerlessness which is the major source of their persistent fatalistic beliefs. Deprivation is a third limitation which affects their outlook on life. Fourthly, the overwhelming feeling of insecurity reduces their willingness to take risks in situations not previously experienced.

Other authors (Besner, 1965; Chilman, 1965) have discussed the character of family life patterns of the poor, especially with respect to child-rearing. Childrearing patterns have been described as being focused more on discipline and conformity training than on psychological development of the child.

The low-income population is trapped in a situation of relative helplessness, knowing themselves worse off than the rest of society, living on the edge of chronic emergencies, and seeing their own circumstances as formless and unpredictable. These attitudes are an overpowering influence on manifested behavior. Four distinct themes peculiar to lower-class behavior have been identified by Irelan and Besner (1965). These include fatalism, orientation to the present, authoritarianism, and concreteness.

The low-income population is insecure and comparatively powerless. From their own helplessness, they have generalized to the belief that most of life is uncomfortable. Although they accept typical American values, they are frequently lethargic in trying to attain them (Irelan & Besner, 1965).

The life-style modes of low-income persons carry over into attitudes concerning preventive health care. Low-income individuals tend to seek treatment in the later stages of illness and disease; illness is regarded as unavoidable (Irelan, 1965). Obvious middle-class preventive care, such as dental hygiene, is not valued in low-income families. The loss of teeth is considered a natural condition of living. A preference for personalized relationships will send a sick low-income person to the neighborhood druggist rather than to the doctor. A need to demonstrate material goods takes precedence over spending money on preventive care (Irelan, 1965).

In an attempt to analyze why people use health services, Rosenstock (1966) stated that a decision to take a health action is influenced by the

individual's state of readiness to behave, by his/her socially and individually determined beliefs about the efficiency of alternative actions, by psychological barriers to action, by interpersonal influences, and by one or more cues or critical incidents which trigger a response. He concluded that prevention and detection services are used most by younger or middle-aged people, by females, by those who are better educated and have higher incomes (although not the very highest), and generally by whites rather than non-whites. These results were supported in a later study conducted on male workers in Victoria, British Columbia (Coburn & Pope, 1974).

Wan and Gray (1978) looked at preventive health services for low-income children. They found that those families that had regular use of a neighborhood health center received the same number of immunizations and physical checkups as did those families with private physicians. The researchers concluded that having a regular source of care is a significant and important access factor in preventive health practices.

Many questions have been raised as to the reliability and validity of data collected from low-income respondents. Researchers have been concerned with the limited availability of low-income persons and with persons giving socially acceptable answers rather than personal attitudes and feelings. Weiss (1966) addressed these specific concerns. She believed that the interviewers' own ignorance of salient values of lower-class groups served as a major block in obtaining accurate information. She stated that the relative insignificance of time rather than their unwillingness to participate prevented people from meeting appointments. She also thought many low-income persons do not obtain an adequate education and therefore often lack appropriate words, are unable to use the language they have, or are incapable of developing abstract thought processes. It is difficult for low-income people to abstract and generalize, to explain motives, and to describe personal feelings and relationships. They presume their perceptions represent reality and feel little need to explain, qualify, or illustrate (Weiss, 1966). Other researchers (e.g., Geisman & LaSorte, 1963) have found that low-income families have been open and willing to talk about personal topics such as their marriages, sexual practices, and childrearing.

The interaction between the interviewer and the respondent may block accurate information. Dohrenwend, Colombotos, and Dohrenwend (1968) found that either too much or too little social distance will produce a bias in responses. They suggested that the interviewers and the respondents should share either ethnic or class status but not both. Williams (1964) found that not only race and social distance are important variables related to biases; the potential threat of the questions themselves also can cause bias to occur in responses. Careful attention to all of these variables in the interviewing environment are essential if the most accurate data possible are to be collected.

Interviewing is not the only method of collecting information from low-income persons. Researchers have been cautious about using mail questionnaires for fear of low response rates. However, when Moles, Irelan, and Mackler (1967) offered \$2 for each questionnaire returned, their response rate, using adequate follow-up procedures, was 72 percent. To help the

respondents, they also included pencils and a pre-addressed stamped envelope. Their questionnaire was short and easy to read, which also may have contributed to its prompt return.

Although some researchers are reluctant to accept responses from low-income persons because of perceived invalidity and unreliability, there are several researchers (e.g., Martin, 1962; Weiss, 1968-1969) who have documented appropriate validity and reliability. It appears that, with caution and sensitivity, a researcher can collect relevant, accurate data from low-income respondents.

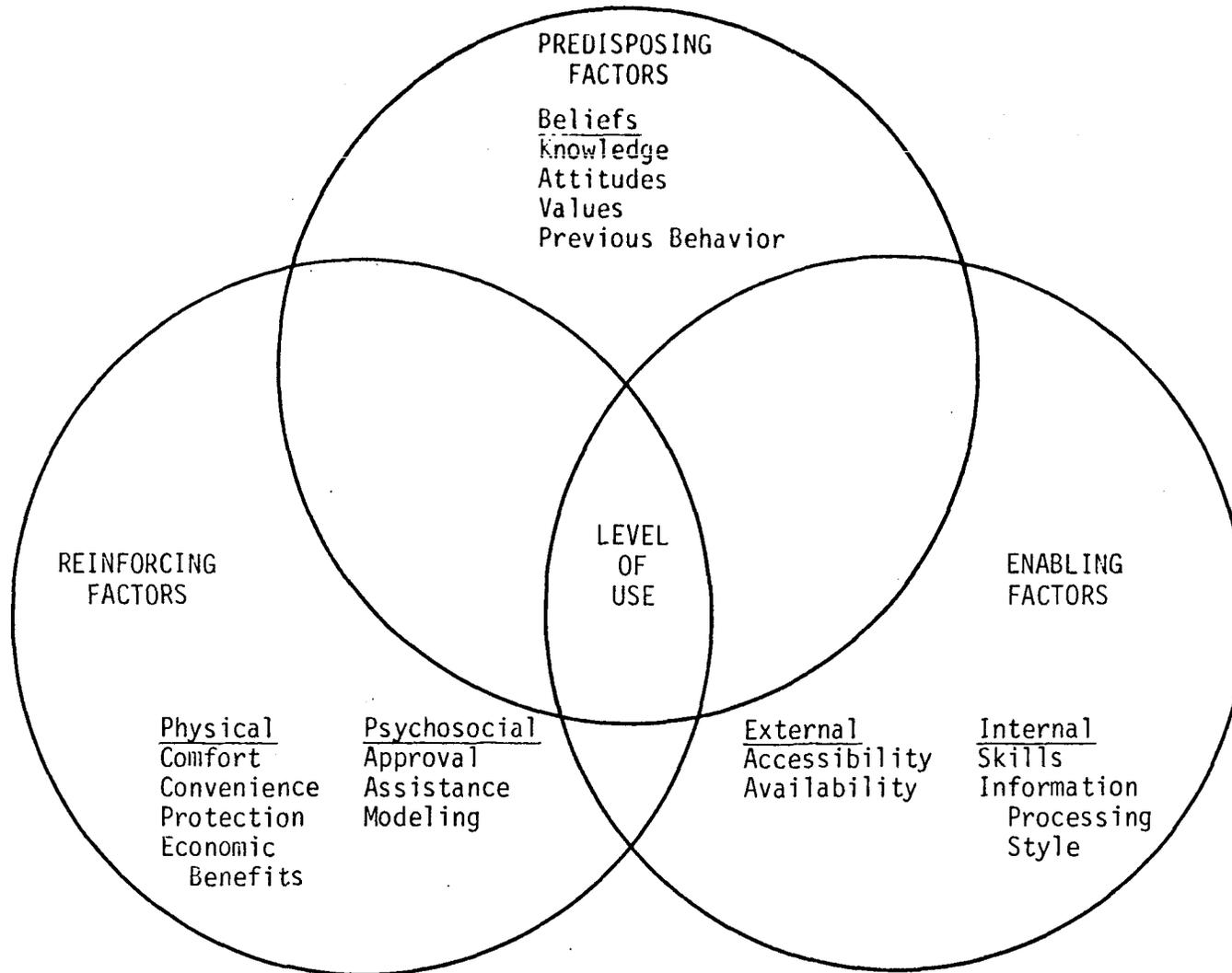
Beliefs About Child Restraint Devices: Use of CRDs was identified by Hughes (1979) as a preventive health measure and analyzed within that framework. Neumann, Neumann, Cockrell, and Banani (1974) studied the interrelationships among knowledge, attitudes, and behaviors regarding restraint systems with parent-child pairs. The participants were attending either well-baby, walk-in, or specialty clinics at a pediatric unit in a major metropolitan hospital. The researchers reported that how a parent viewed herself or himself in relation to the world (internal vs. external locus of control) played a greater role in determining the extent to which parents used proper restraint systems for themselves and their children than did either knowledge or experience.

Hughes (1979) studied the interaction of beliefs, attitudes, and behavior in regard to child passenger safety. With adaptations from Green's (1976) model, she proposed that child restraint usage is the result of the influences of three broad categories which she called predisposing factors, enabling factors, and reinforcing factors (see Figure II-1). Hughes described these as follows:

The predisposing factors are those attributes which cause a person to be inclined toward a particular thing or type of action. This category includes the components of beliefs which are knowledge, attitudes, values, and past behavior.

Enabling factors are those characteristics associated with both the external and internal resources which a person can use to accomplish a particular thing or type of action. This definition includes characteristics of the parent, such as information-processing style and skills, as well as external characteristics related to accessibility and availability of things which a person needs in order to accomplish something or exhibit a particular type of action.

Reinforcing factors are those factors associated with the physical and psychosocial environment which influence belief systems (including behavior) in either relatively positive or relatively negative ways. This component includes such physical attributes as the amount of comfort associated with certain objects or actions. It also includes psychosocial attributes such as the approval of significant others, the observation of other peoples' behaviors, and assistance received from other people. Also, the perception of society's values in regard to certain objects or actions may be influenced particularly through the values portrayed in television



Source: Hughes, E.C., Child Passenger Protection: Knowledge, Attitudes, and Behavior of Tennessee Parents. Knoxville, Tennessee: Transportation Center, The University of Tennessee, 1979.

FIGURE II-1

CHILD RESTRAINT SYSTEM USAGE DECISION MODEL

programming, newspaper articles, and magazines. A law or other legal provision would have both psychosocial and physical attributes because, simultaneously, it could represent societal values related to the subject and, through fines, serve as a cost associated with certain behaviors. (pp. 83-85)

Hughes' model provides a basis for analyzing CRD use in low-income families. All three factors contribute to the decision of a family to use a CRD, although some of the factors appear applicable particularly to the low-income parent.

Belief Factors Related to Decision Making. Attitudes and behaviors are affected by the individual's decision-making process. Therefore, it is necessary to examine the forces behind which a person is moved to make decisions and that influence or encourage that process to take place. It also is important to examine the consequences of decision making and how decisions are justified and strengthened.

Motivation is a drive which moves a person to action. Arkes and Garske (1977) defined motivation as the influences on the arousal, strength, and direction of behavior. They viewed motivation as being operationally different in different theories of behavioral motivation. However, they suggested that motivation is a major determinant in the decision-making process.

Kolsesnik (1978) discussed the difference between intrinsic motivation and extrinsic motivation. A person is said to be motivated intrinsically when he/she recognizes the value derived from in a particular activity in and of itself. A person acts because of motives from within when he/she attains pleasure or some sort of satisfaction from the process of engaging in the activity. Extrinsic motivation occurs when a person acts to gain some sort of reward or to avoid punishment from some outside source. This source could be a relevant other, a role model, a figure of authority, or society in general.

A similar concept, labeled locus of control, was defined by Rotter (1966) as the perceived causality of behavioral outcomes. At one extreme (internal), the individual thinks of himself/herself as being responsible for his/her own behavior. At the other extreme (external), the individual sees others or luck or circumstances beyond his/her control as responsible for his/her behavior. Rotter demonstrated this classification of "internals" and "externals" in his research with school children. He suggested that a person enters a situation with expectancies concerning the probable outcome of his/her possible behaviors. These expectancies are based in part on a person's past experience and therefore become cyclical and difficult to alter. Rotter labeled the tendency to attribute responsibility for outcomes to luck, fate, chance, or powerful others as a generalized expectancy for external locus of control.

Platt and Eisenman (1968) found that internals have a longer future-time perspective than externals have. In other words, internals have an extensive view of time, and externals have a restricted view of time. Fanelli (1977) suggested that members of minority groups behave more appropriately if they feel personally responsible in their immediate lives than if they feel

powerless with regard to obtaining any reinforcements at all. However, low-income individuals who tend to be fatalistic, feel powerless, and operate from a present time orientation have the attributes of the externals. Therefore, they probably find it difficult, if not impossible, to operate from an internal locus of control. Having an external locus of control implies the need for extrinsic motivation to attain specified behavior.

An incentive is a concept which influences action from an organism or individual. It encourages or stimulates behavior. Birch and Veroff (1966) suggested that particular consequences of actions have incentive value to the organism, which can indicate its attraction or repulsion to such consequences through its behavior. The incentive value of a consequence is an important determinant of the strength of a goal-directed tendency. An incentive defines the character of a goal activity which, in turn, is the basis for goal-directed activity. The expected character of the outcome of goal-directed action determines whether or not a particular action will occur.

Incentives need to be learned. Therefore, they are determined by previous experience and in turn determine current performances. Logan (1960) defined incentive as a hypothetical concept referring to what might be described as the subject's expectation of a reward. He suggested that some internal consequence of the reward had to be present in order for his animal subjects to perform and before the actual reward was received. Likewise, Rachlin (1978) found that a low-cost incentive was effective in avoiding a more dramatic negative response later.

Behaviorists have found contingency contracting effective in changing behavior. Mann (1972) required his overweight subjects to surrender several valuable possessions, and they had to earn them back by losing weight according to their contracts. Tighe and Elliott (1968) used a similar technique to control behavior in natural settings. The incentive of giving up a valuable resource followed by an overt behavior to re-earn the resources has been shown to be effective in changing some behaviors.

The act of making decisions may create cognitive dissonance within a person. Festinger (1957) explained the elements of cognition which map or mirror reality as including what a person knows about himself/herself, about his/her behavior, and about his/her surroundings. All attitudes and opinions a person believes are correct, consequences of behavior, and satisfactions and dissatisfactions are among the concepts included in cognition (Festinger, 1957).

Dissonance, Festinger explained, is an incongruity of the person's cognition--two elements are dissonant if they do not fit together. Dissonance can occur when a person receives new information or is forced to decide between two equally attractive alternatives. The presence of dissonance leads to action to reduce it. The more difficulty a person has in making a certain decision, the greater would be the tendency to justify that decision--or reduce the dissonance--afterward (Festinger, 1964).

### Passenger Protection

Many believe our nation is plagued with a new epidemic. Over 46,000 deaths and 1,800,000 injuries per year result from automobile accidents. It

has been estimated that the nation spends \$38 billion to provide medical care for the injured ("Child Automobile Safety," 1979). Of children under five years old, 1,000 die and 60,000 are injured each year in automobile accidents. The head and face are involved in approximately 60 percent, and brain damage occurs in 10 percent of the accidents of children under five years of age. Preventive measures are available for both adults and children but are not used widely ("Child Automobile Safety," 1979).

Researchers in the 1950s and 1960s suggested that restraint devices such as safety belts were instrumental in saving lives in automobile accidents. Garrett (1960), in a study of rural drivers, found that safety belts reduced injuries by 35 percent. In 1969, Kihlberg (1969) concluded that lap belts reduced the risk of injury in a crash by 29 percent, serious injury by 41 percent, and severe injury or death by 50 percent.

In a 1976 study, Knapper, Cropley, and Moore reported that most people believed that safety belts were effective, but most did not use them. Nonuse was attributed to the failure to acquire the habit of buckling up rather than to a strong attitude against safety belts or a distrust of them.

Williams (1972) found that, in general, if parents wore safety belts, so did their children. Girls and mothers were found to have more internal control over the fate of their lives and thus tended to use their safety belts more frequently than did boys and fathers. People that viewed outcomes as resulting from fate, luck, or factors beyond their control tended not to use safety belts (Williams, 1972).

These findings were confirmed in part by Helsing and Comstock (1977). They found that nonusers in general were more likely to be dissatisfied with life, to feel powerless to change aspects of their lives, to be infrequent church attenders, to have less than a high school education, and to be classified as low-income individuals. However, they found that nonuse was higher among females than males and that married women were lower users than married men.

The fact that many parents do not use their safety belts may be related to reasons for low use among children. Some of the same reasons which are given for not using safety belts probably are ones that are transferred by parents to not using CRDs with their offspring. Thus, adults' attitudes and perceptions regarding their own safety practices is important in understanding how they determine safety practices used with their children.

Child Restraint Devices. Because of anatomical differences between small children and adults, safety belts have been found to be ineffective with young children (Boughton, Lancashire, & Johnson, 1977). Since the Twelfth Stapp Car Crash Conference was held in Detroit in 1968 by the Society of Automotive Engineers, the nation increasingly has become aware of the potential harm which can be done to children riding in automobiles. Siegel, Nahum, and Appleby (1968) studied various types of CRDs and provided convincing evidence for the effectiveness of CRDs in reducing the severity of injuries sustained by children in automobile accidents. The most comprehensive studies of the effectiveness of the use of CRDs were done by Scherz in the state of Washington. He concluded that 91 percent of the fatalities and 67 percent of disabling injuries from automobile accidents might be avoided if children were restrained properly in CRDs (Scherz, 1978).

Despite the overwhelming evidence of the benefits of using CRDs, usage rates are very low. In 1977, researchers from the Transportation Center at The University of Tennessee found that only 9.2 percent of parents observed in selected parking lots in various cities of Tennessee used CRDs with their children. After passage of a state law and a year of intense public information and education, only 13.4 percent of the parents were observed using child restraints (Philpot, Perry, Hughes, Wyrick, Culler, Lo, Trent, & Geiss, 1979). These results were consistent with earlier research findings. In a study in Maryland, Massachusetts, and Virginia, Williams (1976) found that only 7 percent of the children 10 years and under were restrained, 11 percent of the passengers 10 years and older were restrained, and only 22 percent of the drivers were restrained. In addition, Williams (1976) found that 16 percent of the CRDs observed were not used, and of those in use 73 percent were not used correctly. Likewise, Hall and Council (1978) found that, of the 26 percent of the children they observed riding in CRDs in North Carolina, only 5.9 percent were riding in seats that were secured properly.

Although it has been assumed that knowledge is an important factor in determining if parents obtain and use CRDs, no conclusive evidence supports this assumption. Many researchers have attempted different intervention strategies yielding varying results.

Allen and Bergman (1976) used a control group plus three treatment groups which were assigned to different intervention techniques. The researchers found that with descriptive literature alone, 17 percent more parents purchased CRDs than did those in the control group. With literature plus a film, 34 percent more parents than in the control group purchased CRDs. However, when a demonstration of the seat was used in addition to the film and literature for Group 3, only 25 percent more parents than in the control group obtained CRDs. In another study, Miller and Pless (1977) found no differences in CRD use between baseline levels and when parents were contacted two weeks after the intervention programs.

Reisenger and Williams (1978) decided to give away infant devices to determine if that strategy would affect usage rates. They found no differences among parents in Group 1 (those who received the free seat along with literature), Group 2 (those who received literature and had easy access to purchase a seat), and Group 3 (those who received literature, had easy access to purchase, and heard a personal discussion about the importance of using a CRD).

Although researchers have not been able to identify the most influential strategy for informing parents about obtaining and using CRDs, they did suggest that behavior patterns that are started early tend to be maintained. Shelness and Charles (1975) reported that parents are most receptive to the idea of using a CRD prior to and immediately following the birth of a new baby. Scherz (1976) found that infants who start safe stay safe. He showed that 96 percent of the babies that started in CRDs by 8 weeks were in them at 9 to 12 months of age. Many health personnel have promoted the idea that the infant's first ride home from the hospital should be in an approved CRD ("Child Automobile Safety," 1979).

It has been documented adequately that CRDs are capable of saving children from death and injury if used properly. However, a large majority of parents still do not use CRDs, even in Tennessee, where a state law mandates such use. In an attempt to identify the most influential intervention technique, researchers have tried various combinations of literature, films, discussions, ready access to CRDs for purchase, and free CRDs. No conclusive evidence is available as to the most appropriate intervention technique, although early intervention seems to be an important consideration.

Child Passenger Protection Legislation. In 1977, Tennessee became the first state in the nation to pass a child passenger protection law.\* The Tennessee child passenger law, which requires parents to restrain their children under four years of age in federally approved CRDs while traveling in automobiles except under specified conditions, became effective January 1, 1978.

Although no other country has specific child passenger protection legislation, several countries have safety belt laws which include children. For example, Australia has required the use of safety belts for all passengers in motor vehicles since 1971. During the period from 1972 to 1974, a reported 25 percent reduction in fatalities and a 20 percent reduction in injuries occurred. However, there were no significant reductions in fatalities and injuries to small children during this same period (Boughton, Lancashire, & Johnson, 1977). From these findings it is evident that special age-related restraint devices for children are needed. Over 19 countries have recognized the benefits of safety belts by requiring some level of usage by their citizens (Ziegler, 1977).

Because of the unprecedented nature of the Tennessee law, the National Highway Traffic Safety Administration was interested in assessing this new policy. A three-year project was funded through the Transportation Center at The University of Tennessee. As part of the research, Philpot, Heathington, Perry, and Hughes (1978) found that both the levels of income and education were related directly to CRD use. They reported higher CRD usage rates for families who owned their own vehicles, families who owned two vehicles, and families with one mate at home full time. Married parents were more likely to use CRDs than were single parents.

Child Restraint Device Loaner Programs. Very little about CRD loaner programs is in the literature. The reasons, in part, may be because of the newness of the issue of child safety and the lack of public policy in most states. There are, however, several programs in existence from which information can be drawn.

CRD loaner programs generally have provided new parents the opportunity to borrow a device at an affordable cost and/or allowed parents an opportunity to try out a variety of devices before they purchased their own (Jewett, 1977; "A Summary," n.d.). A formal or informal educational component informing the public of the importance of using child restraints to protect children from injury and deaths usually is present in both types of programs.

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\*Tennessee Code 59 § 930, 1977.

Fees assessed for rental of CRDs have ranged from \$3 to \$7 for use for nine months. These fees have varied according to several factors, including (a) the initial cost of the CRDs, (b) program subsidization, (c) cost involved in the ongoing administration of the program, (d) program maintenance or expansion, (e) anticipated need for replacement and repair of the seats, and (f) desired level of educational effort. No profit-making loaner programs have been identified. In addition to the rental fee, most programs also have required a deposit, to be refunded upon the return of the CRD. Deposits have ranged from \$3 to \$6 in the various programs.

Very few written materials are available for the establishment of programs. The Jaycettes of Michigan developed a manual called Loan a Seat for Safety (n.d.) which is being distributed through Action for Child Transportation Safety. The National Highway Traffic Safety Administration also is distributing a similar manual which is called EarlyRider: Loan a Seat (n.d.). These publications contain administrative guidelines for establishing loaner programs.

The initial loaner programs were available to anyone who wanted to take advantage of the services. Because the underlying purpose of loaner programs was education of the public regarding the importance of CRDs, wide use of the programs was viewed as desirable. Mostly well-educated, middle-income parents used these programs.

The Borgess Hospital program is an example of a program which was developed specifically for low-income families. Because the hospital administrators thought the program was important, they charged a minimal fee and subsidized the program so that it could be maintained. The program administrators found that not only low-income families were borrowing CRDs, but middle-income families also were requesting to use the CRDs. By 1979, about half of the users were middle-income parents (Hietko, 1979).

Research is sparse regarding the usage rates of CRDs or the impact within the community in relation to loaner programs. From a survey in a parking lot in Michigan, it was shown that the usage rate increased from 7 percent before the program began to 45 percent after the program was well underway (Jewett, 1977). Although the controls were not very stringent and the results cannot be generalized beyond the parking lot users, it was concluded that the community loaner program did contribute positively to the usage rates.

In an investigation of loaner programs for low-income families in Tennessee, Culler & Cunningham (1980) compared CRD acquisition and use of mothers in three treatment groups. Mothers who were given the opportunity for borrowing a CRD for a small fee; least likely to obtain CRDs were mothers who had to use their own resources entirely. However, mothers who obtained CRDs by paying the small fee were more likely to use them than were mothers who obtained CRDs without any financial investment.

### Summary

Belief systems are composed of cognitive, affective, and behavioral components. The unique subculture of the low-income population perpetuates a belief system different from that of the policymakers. Therefore, perhaps

different incentives are needed to help low-income families become motivated to change their attitudes and behaviors. Researchers have shown that different incentives help to change behavior. Proponents of behavior contracting have suggested that giving up a valuable resource will act as an incentive to change behavior. More research is needed to explore effective incentives for the low-income population.

It has been documented that CRDs have reduced deaths and injuries among young children if used properly. However, no conclusive documentation has been provided regarding the most effective means of helping parents --and in particular low-income parents--incorporate this information into their belief systems. Researchers have studied various aspects of passenger safety, including use of safety belts and CRDs, in regard to the general population, but no one has focused specifically on the low-income population. The child passenger protection law poses a particular problem because it requires use of a CRD except under specified conditions. Obtaining a CRD may cause a hardship on many low-income families. No one has studied a loaner program designed to help low-income parents comply with the child passenger protection law. Further research is needed in this area.

### III. APPROACHES TO LOANER PROGRAM OPERATION

Because of the child passenger protection law in Tennessee, there was particular concern about the ability of low-income parents to secure child restraint devices (CRDs), so loaner programs have been directed primarily toward meeting the needs of that group. Two loaner programs were established through the Child Passenger Safety Program exclusively for low-income families--one program in Memphis and one in Chattanooga. A third program, not restricted to low-income families, was established in Knoxville with assistance from the Child Passenger Safety Program. Each of these programs had unique features.

#### Memphis

The Memphis-Shelby County Health Department, in cooperation with the Child Passenger Safety Program, developed and administered a loaner program for low-income families in the Memphis area. The program provided 300 infant restraint devices (GM Infant Love Seats) for the Health Department.

The Memphis loaner program began operation in the fall of 1978. The Memphis-Shelby County Health Department was assigned the tasks of publicizing the program and of distributing the CRDs. Education programs were given in all the prenatal clinics in the Memphis area. Expectant mothers were encouraged to obtain infant restraint devices through the loaner program. To participate in the program, a parent had to meet income guidelines set by the Memphis-Shelby County Health Department, live within Shelby County, and own a car. A parent who met the requirements could borrow a CRD for \$3.

The first infant carriers were distributed in November 1978. Most of the CRDs went to mothers who attended the prenatal clinics. Because only a few low-income mothers attended prenatal clinics and because there was a time lag between when mothers heard about the loaner program and when they actually picked up the infant carriers, this contact method was rather slow. Therefore, other strategies were employed to inform the public of the loaner program. A news report was issued in which people meeting income guidelines were encouraged to apply. Notices also were posted in places where new mothers might see them (e.g., immunization clinics, community health centers).

By the end of December 1978, another strategy was developed to inform additional low-income mothers. Names and addresses were obtained from the birth records of the city hospital whose patients were classified as indigent. Mothers were sent letters explaining the program and encouraging them to call for an appointment. It was anticipated that this method of contact would reach the majority of low-income mothers and would give them an opportunity to borrow CRDs for their babies.

When parents came in to pick up CRDs, the program and the rules and regulations concerning the borrowing of the devices were explained. All parents signed a release form releasing The University of Tennessee and the Memphis-Shelby County Health Department from any liability. Each family was allowed to keep a device for nine months or until the child weighed 20

pounds. At that time, the CRD was to be returned to the Memphis-Shelby County Health Department.

### Chattanooga

The Chattanooga loaner program was sponsored and administered by the Chattanooga-Hamilton County Health Department and Child Passenger Safety Program. The Child Passenger Safety Program provided 150 infant restraint devices (GM Infant Love Seats) for distribution by the Health Department.

The majority of individuals who participated in the program initially were informed of the loaner program through the Maternal Child Health Care Clinics sponsored by the Chattanooga-Hamilton County Health Department. Later the program was extended to include anyone wishing to participate, regardless of income. Some new mothers heard of the program through WIC (Women, Infants, and Children), a food supplement program.

Those parents who wished to participate in the program were shown a film, "Don't Risk Your Child's Life," were asked to sign a release form, and were given an infant seat. A parent was allowed to keep the infant seat for nine months for a \$3 fee. At the end of nine months, the parent was to return the seat to the Health Department.

### Knoxville

The Knoxville loaner program was sponsored and organized by the Farragut Jaycees and Jaycettes of Knox County. This nonprofit community project acquired approximately 300 federally approved infant restraint devices (GM Infant Love Seats) from several local car dealers, through contributions from the Greater Knoxville Council on Child Care and Knox Children's Foundation, and through other small grants and contributions. The program was publicized through newspaper feature articles, TV programs, and word of mouth.

The program started in July 1979, and the infant restraint devices were made available to the public at a \$7 fee plus a \$7 deposit. The CRDs could be used for a nine month period or until the child weighed 20 pounds. When the parents came in to pick up a CRD, they were shown how to install the CRD and place the child in the CRD properly. When the seats were returned, the \$7 deposit was refunded, and the parents were counseled regarding the selection of an appropriate toddler seat.

#### IV. EVALUATION METHODS

The three loaner programs with which the Child Passenger Safety Program was associated were the focus of the evaluation. Operational procedures of the program and beliefs of the clients were of particular interest. Clients were classified by location of program (Memphis, Chattanooga, or Knoxville), method of acquisition (borrow, buy, did not obtain), CRD use status (user or nonuser), CRD possession status (present, returned, own, did not obtain), income level (low, middle, or high) and interview method (phone or live).

##### Sample

A total of 86 clients were included in the sample, with 31 from Memphis, 25 from Chattanooga, and 30 from Knoxville. Because of program differences in the three sites, different criteria and procedures for sample selection were used for each site.

Sampling Procedure. In Memphis, potential subjects were identified from the master list of loaner program participants. Random selection was made of participants still having CRDs from the loaner program and those who already had returned their CRDs. Of the 31 Memphis subjects, 15 still had CRDs from the loaner program and 16 already had returned the borrowed CRDs.

In Chattanooga, subjects were participants in a special study of loaner program conditions (Culler & Cunningham, 1980). All 25 participants were low-income mothers who were contacted at Baroness-Erlanger Hospital after delivering babies there. Of these mothers, 6 had been encouraged to obtain CRDs using their own resources, 8 had been given the opportunity to rent CRDs (a nonrefundable fee of \$3 for participation in the loaner program), and 11 had been given the opportunity to borrow CRDs at no cost. Those who had chosen to participate in the loaner program still had their CRDs at the time of the evaluation.

In Knoxville, loaner program participants were sent letters from the loaner program coordinators. Those who returned postal cards indicating willingness to be interviewed were included in the study. Of the 30 Knoxville subjects, 18 still had CRDs from the loaner program, and 12 already had returned the borrowed seats.

Sample Characteristics. Because the loaner programs in the three sites varied somewhat in their foci and procedures, the sociodemographic characteristics of the groups differed somewhat. As shown in Table IV-1, most of these differences could be attributed to the income level of the group toward which the program was directed.

The sample consisted of both low- and middle-income families. The Knoxville clients were mostly middle-income (25 of 30). Chattanooga and Memphis were all low-income families (a precondition of the loaner programs). Approximately half the subjects were black; the others were white.

TABLE IV-1  
 SOCIODEMOGRAPHIC CHARACTERISTICS OF MOTHERS

Characteristic	Number of Subjects/Sites		
	Memphis (n = 31)	Chattanooga (n = 25)	Knoxville (n = 30)
Income Level			
Low	24	25	1
Medium	7	0	25
High	0	0	4
Marital Status			
Single	5	10	0
Married	22	13	30
Divorced	3	0	0
Separated	1	1	0
Ethnic Group			
White	6	15	28
Black	25	8	2
Household Structure/Living Arrangements			
Alone with child(ren)	7	3	0
With husband/boyfriend	20	10	30
With parents	1	10	0
With husband and parents	0	1	0
Other	3	0	0
Number of Children			
1	12	14	13
2	7	6	15
3	6	2	2
4 or more	6	3	0
Educational Attainment			
Less than high school	5	13	0
High school diploma	10	5	7
Some college	12	4	12
College degree	4	2	11

TABLE IV-1 (Continued)

Characteristic	Number of Subjects/Sites		
	Memphis (n = 31)	Chattanooga (n = 25)	Knoxville (n = 30)
Employment			
None	18	21	16
Part-time	2	0	7
Full-time	11	3	7

Note: Not all category totals equal sample size for that site because of missing data.

The majority of clients (predominantly mothers) were not employed outside the home. Most of the clients had finished high school, but over 80 percent had not finished college.

Most clients lived in the typical family arrangement, with over 75 percent being married and almost 70 percent of the clients living with their spouses/companions in a nuclear family arrangement. Approximately 20 percent of the clients were single or separated. The majority of the families were ones with one or two children.

### Measurement

Data were collected from loaner program clients in all three sites by individual interviews. An interview schedule was developed with specific questions in three general areas--health and safety/government intervention, passenger safety beliefs, and the CRD loaner program. Because of differences in loaner program procedures, adaptations of the basic interview schedule were made for each site (see Appendix B).

Data were collected by three white female interviewers. All three were graduate students in child and family studies who had experience working with parents and young children and who were familiar with the child passenger safety area. All Chattanooga data were collected by one interviewer; the subjects in Memphis and Knoxville were divided evenly between the other two interviewers.

In both Chattanooga and Knoxville, all interviews were conducted in person. In Memphis, however, 13 interviews were conducted in person, and the remaining 18 were conducted by phone.

The interviews took approximately 30 minutes each. The interviewer first introduced herself, explained that questions would be asked about government intervention and the loaner program, and obtained the informed consent of the parent. After each interview, the interviewer asked if the parent had any questions. After any questions were answered, the interviewer thanked the parent and terminated the session.

In addition to the interviews with clients of the loaner programs, interviews were conducted with the coordinators of each loaner program. These interviews were open-ended, but particular attention was given to perceptions of program strengths and limitations, logistics of program operations, and effectiveness in facilitating or promoting child passenger safety.

### Analysis

Data from the interviews with the loaner program clients were categorized and coded. In most cases the samples were combined across the three cities. This pooled sample was used because, taken collectively, the clients from the three cities were fairly representative of the population of potential CRD users in Tennessee. In a few cases, comparisons were made among the three collection cities because of their different program emphasis and clientele. Goodness of fit comparisons were computed within and/or across sites to determine differences. Chi-square tests were used to test the hypothesis of no difference between the levels of the variables.

## V. RESULTS

Results of interviews with loaner program clients and administrators were consistent in their support of the idea of loaner programs. As might be expected, however, they revealed somewhat different concerns about the more specific issues relevant to child passenger safety and loaner program operation.

### Loaner Program Clients' Beliefs

In general, loaner program clients interviewed in Memphis, Chattanooga, and Knoxville were concerned about child passenger safety and were supportive of loaner programs. However, they had a variety of specific ideas about loaner program operation, child passenger safety, health and safety issues, and government intervention (see Appendix C).

Child Passenger Safety. Each client was defined as a user or nonuser depending on the response to questions such as whether the client had used a car seat on the last trip and whether the client had used it on the last long trip. As shown in Table V-1, over 75 percent of the clients were users, with almost 100 percent use for the Knoxville and Memphis clients. A 2 x 3 contingency table was constructed to evaluate the use (user versus nonuser) and site (Knoxville versus Memphis versus Chattanooga) difference in CRD usage. A difference was found in CRD use  $\chi^2(2) = 13.52$ ,  $p < .001$ . The individual sites then were evaluated. Both Knoxville and Memphis had more users than nonusers, but there was no difference for CRD use for the Chattanooga clients, almost half of whom had chosen not to get CRDs.

The majority of loaner program clients indicated that either they already had an approved toddler seat or they would be getting one when they returned the loaner seat. As shown in Table V-1, the Chattanooga clients were not as apt to plan to acquire CRDs after the loaner program as the clients in Memphis and Knoxville. Knoxville parents were most likely to plan to get toddler seats after returning the infant seats to the loaner program.

For those clients who already had returned their CRDs to the loaner program, 86 percent had acquired another CRD. As shown in Table V-1, those clients who did not get a CRD indicated that cost of the CRD was the primary reason for not purchasing one. Those clients who did acquire CRDs did so primarily because of the safety factor. The new CRDs gave the clients no problems in 82 percent of the cases, the problems mentioned were that CRDs tended to be cumbersome and uncomfortable for the children. Most clients indicated that the advice of either friends or relatives or the health department was important in deciding about a CRD. However, some clients indicated a preference for a decision independent of any outside help.

The clients were asked why other people acquire and use CRDs and also why others do not acquire and use CRDs. Almost 80 percent of the clients indicated that either the CRDs were acquired for protection and safety or because it was the law, and approximately 83 percent indicated their use of CRDs for similar reasons. The main reason for lack of acquisition was financial, with 50 percent of the clients indicating that other parents would not

TABLE V-1  
 LOANER PROGRAM CLIENTS' BELIEFS ABOUT  
 CRD ACQUISITION AND USE

Variable	Number of Subjects/Site		
	Memphis (n = 31)	Chattanooga (n = 25)	Knoxville (n = 30)
Use of CRDs			
Users	28	8	29
Nonusers	3	6	1
Not applicable (did not obtain) <sup>a</sup>	0	11	0
Anticipated Purchase of CRD <sup>b</sup>			
Yes	9	12	8
No	5	12	1
Acquisition of CRD After Return of Loaner CRD <sup>c</sup>			
Yes	13	0	11
No	3	0	1
Reasons for Obtaining CRD			
Law	4	2	6
Safety/protection	19	15	21
Convenience	2	5	1
Gift	0	1	0
Other	6	2	2
Reasons for Not Obtaining CRD			
Apathy	3	0	4
Finances	16	0	13
Inconvenience	1	0	2
Other	11	0	11
Opinion About Best Person to Tell New Mothers About CRDs			
Pediatrician	8	6	15
Police	1	2	1
Friends	2	6	8
Health Department	10	11	0

TABLE V-1 (Continued)

Notes: Some categories totals do not equal the number of subjects per site because of missing data.

<sup>a</sup>Chattanooga was the only site where families that had not obtained CRDs through the loaner program were interviewed.

<sup>b</sup>Data are presented only for families not owning CRDs at the time of the interviews.

<sup>c</sup>Data are presented only for families that already had returned their CRDs. All the Chattanooga families still had their loaner CRDs at the time of the interviews.

purchase CRDs because of their cost. Apathy was another reason given for lack of purchase. Inconvenience was a major factor in the nonuse of CRDs by 55 percent of the clients. Other factors associated with nonuse were apathy, the idea that accidents would not happen to them, the perceived dislike of the CRD by the child, lack of a CRD use habit, and the perception that the CRD is dangerous to the child.

When clients were asked who they thought was the best person to tell new parents about CRD acquisition and use, the most frequently given response in both Memphis and Chattanooga was the health department, with pediatricians mentioned next most often. In Knoxville, pediatricians were the preferred information source, followed by friends.

Health and Safety. As shown in Table V-2, the majority of clients in each site had visited a physician more than 10 times before delivery. The Chattanooga mothers had the least regular patterns of prenatal health care.

When parents were asked to identify the most important factors mothers needed to know about health and safety for their babies, they named a variety of areas of concern (see Table V-2). The most frequently identified concern was the general area of infant care. A few clients (less than 10 percent) identified child passenger safety as a major concern.

When clients were asked about their own use of seat belts, 50 percent of them reported they never wore them (see Table V-2). Only in Knoxville did more than 25 percent of the clients report that they used their own restraint devices for every trip.

Government Intervention. As shown in Table V-3, 90 percent of the clients indicated that they believed the child passenger protection law was a good law. Several of the clients said the law needed modification, and only one thought the law was not a good one. When asked if the child passenger protection laws should be adopted by other states, 97 percent responded affirmatively.

When asked if they would support a government regulation for mandatory seat belt use, almost 70 percent of the parents said they would support or conform to the law (see Table V-3). The Knoxville clients did not support intervention of the government in TV shows for children, but in both Chattanooga and Memphis, there were divided opinions on this issue.

When the clients were asked if any additional laws were needed to improve the health and safety of children, many different suggestions were made (e.g., ban on lead paint, food and nutrition labels on food, fences around dangerous sites, immunization, and corporal punishment). When asked for suggestions on laws that would improve the health and safety of adults, fewer suggestions were made.

Loaner Program. When asked their perception of the loaner program, over 90 percent of the Memphis and Chattanooga clients indicated they thought the loaner program was good (see Table V-4). The majority of the Knoxville respondents said the program was good, but 13 of the 30 clients said the program needed revisions (e.g., seats available at other sites in the

TABLE V-2  
 LOANER PROGRAM CLIENTS' BELIEFS  
 ABOUT HEALTH AND SAFETY

Variable	Number of Subjects/Site		
	Memphis (n = 31)	Chattanooga (n = 25)	Knoxville (n = 30)
Visits to Physician Before Baby's Birth			
1-4	0	3	0
5-10	1	6	2
11-15	8	8	14
16 or more	22	6	14
Most Important Factors New Mothers Need to Know About Health and Safety for Babies			
Food/nutrition	4	3	0
Infant care	3	15	13
Social services	6	1	4
Immunization	3	0	2
Safety around the house	4	1	2
Child passenger safety	4	0	3
Other	0	0	1
Safety Belt Usage			
Sometimes	3	3	7
Around town	0	2	1
Long trips	3	1	2
Every trip	5	3	13

Note: Some category totals do not equal the number of subjects per site because of missing data.

TABLE V-3

ATTITUDES OF LOANER PROGRAM CLIENTS TOWARD  
GOVERNMENT INTERVENTION

Variable	Number of Subjects/Site		
	Memphis (n = 31)	Chattanooga (n = 25)	Knoxville (n = 30)
Opinion of Child Passenger Safety Law			
Good	23	19	20
Good with modification For protection and safety	6	0	9
Neutral	0	5	0
Negative	2	0	1
	0	1	0
Recommended Enactment of Laws in Other States			
Yes	29	25	29
No	2	0	1
Reaction to Mandatory Seat Belt Law			
Would not support	9	3	8
Undecided	4	3	0
Would conform to law	1	6	0
Reaction to Government Ban on TV Shows Unhealthy to Children			
Would support	13	15	5
Would not support	17	10	24
Undecided	0	0	1

Note: Some category totals do not equal the number of subjects per site because of missing data.

city, more comfortable seats, inclusion of toddler seats). These clients indicated that most if not all of their friends would participate in a loaner program (77 percent). Those clients who indicated that most or all of their friends would use the program were compared with those clients who indicated that few or none of their friends would use the program. There were differences between these groups in Knoxville,  $\chi^2(1) = 25.0$ ,  $p < .001$ , and Memphis  $\chi^2(1) = 8.33$ ,  $p < .01$ ; however, there was no difference for the Chattanooga clients.

When the clients were asked who should be able to use the program, 67 percent of all the respondents replied that anyone should be able to use the program (see Table V-4). Most of the Knoxville parents and the majority of the Memphis parents were in favor of anyone using the program; however, the majority of Chattanooga clients indicated that the program should be for just the poor. Analysis of the  $3 \times 3$  contingency table for site by "who should use the program" (poor versus welfare versus anyone) revealed a difference,  $\chi^2(4) = 31.68$ ,  $p < .001$ . The site analysis revealed that the Knoxville clients thought that anyone should be able to use the program,  $\chi^2(2) = 29.00$ ,  $p < .001$ . When the poor and welfare categories were combined, there was no difference between the two groups (poor and welfare versus anyone) for Memphis clients or Chattanooga clients.

The most frequently recommended rental fee for the CRD was between \$5 and \$10, and more than 80 percent of the clients said that the rental should be less than \$15 (see Table V-4). Most clients thought that more people would use the loaner program if it were a free program (72 percent) versus a rental program (16 percent). However, when asked who would use the CRD more frequently, a client who participated in the free CRD program or a client who participated in a rental program, the clients indicated that they thought the rental program would have a higher rate (see Table V-4). Analysis of the  $3 \times 3$  contingency table for site by the type of program which would lead to a greater CRD use (free versus rental versus no difference) indicated differences,  $\chi^2(4) = 18.71$ ,  $p < .001$ . The Knoxville clients indicated that the loaner program should be a rental program,  $\chi^2(2) = 14.99$ ,  $p < .001$ . The Memphis clients also indicated that the most effective program would be a rental program,  $\chi^2(2) = 11.65$ ,  $p < .01$ . In Chattanooga, however, clients were evenly divided between suggesting rental and free programs.

#### Loaner Program Administrators' Beliefs

The Memphis program director described the loaner program as very successful. After initiation of the program and initial seat distribution, the number of people on the waiting list has been much greater than the number of seats on hand waiting to be repaired and loaned. The director reported that the program was easy to administer, with the seats being returned usually after the mother received her first letter indicating it was time to return the seat. However, a problem reported by the director was the difficulty for people in the right income level to participate in the program. Another concern was the limitation of the program to infant seats. In addition, the director was not working full time on the project and suggested that it would be more efficient if there were a full-time director of the loaner program. In her final analysis of the program, the director indicated that the loaner program was more than just a means of loaning CRDs; it also provided

TABLE V-4

## LOANER PROGRAM CLIENTS' PERCEPTIONS OF LOANER PROGRAMS

Variable	Number of Subjects/Site		
	Memphis (n = 31)	Chattanooga (n = 25)	Knoxville (n = 30)
Opinion of Loaner Program			
Good	29	23	15
Needs revision	2	0	13
Poor	0	0	0
Other	0	2	2
Prediction of How Many Friends Would Use Loaner Program			
Few	6	11	0
Most	7	3	11
All	19	8	14
Other	4	3	5
Opinion of Who Should Use Loaner Programs			
Poor	9	16	0
Welfare	2	0	0
Anyone	19	8	29
Other	1	1	1
Suggested Rent to Be Charged for CRD			
<\$5	12	7	0
\$5-\$10	12	13	11
\$10-\$15	1	2	12
>\$15	5	3	7
Prediction of Program Condition Under Which Parents Would Borrow CRD More Often			
Free	21	23	17
Rental	3	2	8
No difference	6	0	5
Prediction of Program Condition Under Which Parents Would Use CRD More Often			
Free	2	10	1
Rental	17	10	19
No difference	10	3	9

Note: Some category totals do not equal the number of subjects per site because of missing data.

an important Health Department service by serving as a source of information for child protection and safety.

The director of the Chattanooga loaner program reported that the program was easy to administer. She indicated that the staff were very proud to be part of an innovative program, with many of the nurses in the Health Education Division (through which the program was operated) volunteering when needed. The director indicated that the program was reaching all aspects of the population with widespread publicity. She perceived that clients were very receptive to the program, having high praise for the concept as well as the implementation of the loaner program.

The Knoxville loaner program director indicated that the program definitely was effective. Initially, parents having their second child were not being reached because efforts were concentrated on groups typically attended by parents having their first child, such as prenatal classes at hospitals and Lamaze classes. The publicity then was expanded by placing brochures describing the loaner program in pediatricians' offices; the director reported that this was an effective means of reaching all families. One of the difficulties specific to the Knoxville program was caused by the lack of a full-time phone answering service, but this problem was rectified by purchase of a dictaphone. The director indicated that the seats normally were returned on time but that it could be a hassle to clean and repair the seats.

## VI. CONCLUSIONS

The results from evaluation of the child restraint device (CRD) loaner programs in Memphis, Chattanooga, and Knoxville reflected differences in the orientation of the programs, the operating procedures, and the populations served. In general, however, both program administrators and clients supported the idea of loaner programs and seemed satisfied with the major dimensions of their own programs.

### Discussion

The greatest difference in the three programs was in the population subgroups represented. In Knoxville, there were no income restrictions on clients, and most of those who borrowed seats were from middle-income families. In Memphis, the program was designed for low-income families, but clients were self-selected. In Chattanooga, the program originally was designed only for low-income families, and the evaluation sample was selected systematically from the potential user population; this sample represented a somewhat lower socioeconomic group than did the Memphis sample.

Child Passenger Safety. Use of restraint devices was greater in Knoxville and Memphis than in Chattanooga. This result is logical because the Memphis and Knoxville clients were self-selected, and in Chattanooga the clients' participation was requested as part of a special project. Parents who had to take initiative to participate in a loaner program would be expected to be more likely to use their CRDs. That these parents tended to represent higher income and educational levels also is consistent with the expectations.

Similarly, acquisition of toddler seats after return of the infant seats or plans to do so was greater in Knoxville and Memphis than in Chattanooga, with the highest rate in Knoxville. Again, these differences probably reflect motivational differences, perhaps in combination with the differences in resources available to the various groups. It might be predicted that if loaner programs were available for borrowing toddler seats, the rate of actual and/or planned acquisition might be higher.

Explanations given for use and nonuse of CRDs reflected a variety of personal reasons. For some parents, CRD use seemed to represent a positive concern (e.g., safety), whereas for others it was avoidance of a negative concern (e.g., legal sanctions). From parents' comments, it might be concluded that the law prompted loaner program participation and that such participation facilitated compliance with the law; this combination of factors thus enhanced CRD usage with young children. However, it was evident that various impediments to CRD usage still remain, including the cost of acquiring toddler seats and the inconvenience perceived by parents to be associated with use of CRDs in many situations. Although some of the perceptions may be factually inaccurate (e.g., dangers of CRD use), their acceptance as true by parents has the same impact as if they were true.

The identification by parents of appropriate sources of information about CRDs reflected the salience of public health care delivery systems. Each

group tended to indicate those segments with which they had the greatest contact--and probably the sources of their own information. Whether these responses indicate the effectiveness of sources used by the programs or familiarity of existing mechanisms is debatable.

Health and Safety. Most of the parents indicated a high degree of concern for the health and well-being, but behavioral indicators were more limited and tended to be focused on traditional direct means rather than preventive ones. Many mothers recognized their lack of information about child care, but others seemed unaware of their misperceptions or lack of information. Even among the families from higher socioeconomic groups, the need for more and better information was apparent.

The relatively low rate of seat belt use, even with groups that would be expected to be more aware of passenger safety because of their participation in a CRD loaner program, is important to note. Whether adult seat belt use--or nonuse--can be attributed more to knowledge or habit was not clear, but the model set by the parents is critical. The potential for loaner programs to serve a broader role in passenger safety education is significant.

Government Intervention. Although various dissatisfactions with CRD use were stated, mothers tended to support the child passenger safety law and to recommend the passage of similar laws in other states. A relatively high percentage of parents also indicated that they would support a mandatory seat belt use law. In both cases, however, reported support for passenger restraint laws was higher than reported usage rates for restraint devices.

Support for government intervention in other health and safety areas was mixed. In general, laws regulated industries and product safety seemed to be perceived more favorably than those regulating individual behavior. Those designed to improve the health and safety of children also received more favorable attention than those focused on adult health and safety.

Loaner Programs. Attitudes toward the loaner programs tended to be favorable, and most parents reported preference for programs with characteristics much like those in which they were participating. For example, participants in the Knoxville program, which was open to anyone, favored loaner programs open to anyone. Those in Memphis and Chattanooga, where programs were limited to low-income families, tended to favor this restriction. Various suggestions for improving programs also were suggested, however, such as expanding to include toddler seats.

Mothers estimated accurately that more parents would acquire seats from a loaner program in which there was no charge for seats than one in which a rental fee was charged. They also predicted accurately that usage rates would be higher by clients in a program with a rental fee than in a free one. Greatest support for a free program was in Chattanooga, the only site in which such a program existed. This result adds support for the idea that parents will adapt to the conditions with which they are presented, at least as long as these conditions are reasonable ones.

Parents also indicated a willingness to pay relatively high rental fees for use of a loaner CRD. A few estimates of appropriate fees even were higher

than the purchase price of some CRDs at the time of the interview. Apparently, loaner programs provide social and/or psychological support for CRD use as well as economic assistance.

Program Operation. Program administrators tended to be supportive of their own programs as well as the loaner program concept. In each case, however, modifications had been made to improve the efficiency and/or effectiveness of the program.

The need for adequate program personnel was evident. Public relations and publicity, educational programming, and administrative tasks all require consistent attention.

Loss of CRDs through the loaner programs did not appear to be a problem. Use of other information (such as utility company records) sometimes was necessary, but most CRDs were returned on time. Some attention to cleaning and repairing CRDs was required, which added to program expense and decreased the number of seats available for circulation at any one time. However, turnover rates appeared reasonable.

Publicizing loaner programs seemed to be a major concern for all program administrators. Identification of and access to the target group appeared to be a key factor.

### Recommendations

Based on the results of this evaluation of CRD loaner programs, several conclusions and recommendations can be made. Perhaps the most basic is that loaner programs are a positive force for promoting child passenger safety and should be as widely available to parents as possible. More specific recommendations include the following:

1. The group to be served by a program depends on the community and the availability of funding. If possible, loaner programs should be available to all segments of the community, with particular attention given to meeting the needs of low-income groups. However, because usage is greatest by those who are self-selected participants, the most cost-effective program is one in which participants must exercise some initiative to get a CRD.
2. A nominal charge for use of a CRD is desirable. This fee may be a means of focusing participation on parents who will be most likely to use the CRDs; furthermore, investment of some resource may increase the commitment to use. Payment of an additional fee as a deposit, to be returned to the client upon return of the CRD to the loaner program, also is recommended as an incentive for return of the CRDs in good condition.
3. The health care delivery system appears to be the most effective means of informing parents about child passenger safety. Within this system, a multifaceted approach is recommended, however, because different elements of the system are most effective for reaching different target audiences. A personal approach appears to be more effective than a mass media approach, although the more

general public information and educational programming can be helpful in providing a context for personal contacts and increasing receptivity.

4. Expansion of loaner program services would be desirable. In particular, addition of toddler seats would be helpful in providing financial assistance and social support for continuing CRD use. Habit formation is an important factor in CRD use, and facilitation of continued CRD use is critical to strengthening the passenger restraint habit.
5. Educational programming is an important part of CRD loaner program operation. Such programming should include specific information about child passenger safety, including importance of CRD use, how to use CRDs, child behavior management in the car, and ways to entertain children during car travel. Child passenger safety education needs to be done within the broader context of family passenger safety education, however, including attention to adult seatbelt use.
6. Hours and places of operation for loaner programs are important factors in reaching varied population groups. It is recommended that loaner programs be available to clients during a variety of daytime and evening and/or weekend hours on a regular basis. In larger population areas, multiple sites for loaner program operation would be helpful for improving client convenience and program visibility.
7. Loaner programs can be administered by either paid or volunteer personnel (or a combination thereof). However, it is recommended that each program have one person with primary responsibility for loaner program administration. Either a full-time staff person or a combination of part-time staff can be used, but personnel should be available on a regular basis for program operation.
8. Coordination of information about child passenger safety and information about other areas of child care and family health care is desirable. Parents from all population groups have questions and misperceptions which need attention from professionals (e.g., health educators, child development and family life educators); and child passenger safety information needs to be presented within the broader context of this other information.
9. Loaner programs and child passenger safety legislation are mutually reinforcing. Although neither technically requires the presence of the other, there is strong public support for the necessity of loaner programs if there is a child passenger protection law. Conversely, loaner program participants tend to be more supportive of mandatory restraint use than do nonparticipants, so availability of loaner programs may be a means of facilitating support for public policies to increase passenger restraint use.
10. Because of their access to parents who are CRD users, loaner programs are a good source of information about consumer concerns

about CRDS. Improvements in CRD design and in consumer information are needed, and loaner programs are a good source of data relevant to such improvements. An ongoing exchange of information between CRD manufacturers and loaner program personnel is recommended.

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## APPENDIX A

### TENNESSEE CHILD PASSENGER PROTECTION LAW

59-930. Safety belts and child passenger restraint systems required—Violations—Penalties.—(a) It shall be unlawful for any person to buy, sell, lease, trade or transfer from or to Tennessee residents, at retail, an automobile which is manufactured or assembled commencing with the 1964 models, unless such automobile is equipped with safety belts installed for use in the left front and right front seats thereof. All such safety belts shall be of such type and be installed in a manner approved by the department of safety of the state of Tennessee. The department shall establish specifications and requirements of approved types of safety belts and attachments. The department will accept, as approved, all seat belt installations and the belt and anchor meeting the specifications of the Society of Automotive Engineers. Provided that in no event shall failure to wear seat belts be considered as contributory negligence, nor shall such failure to wear said seat belt be considered in mitigation of damages on the trial of any civil action.

(b) Effective January 1, 1978, every parent or legal guardian of a child under the age of four (4) years residing in this state shall be responsible, when transporting his child in a motor vehicle owned by that parent or guardian operated on the roadways, streets or highways of this state, for providing for the protection of his child and properly using a child passenger restraint system meeting federal motor vehicle safety standards, or assuring that such child is held in the arms of an older person riding as a passenger in the motor vehicle. Provided that the term "motor vehicle" as used in this paragraph shall not apply to recreational vehicles of the truck or van type. Provided further that the term "motor vehicle" as used in this paragraph shall not apply to trucks having a tonnage rating of one (1) ton or more. Provided that in no event shall failure to wear a child passenger restraint system be considered as contributory negligence, nor shall such failure to wear said child passenger restraint system be admissible as evidence in the trial of any civil action.

(c) Violation of any provision of this section is hereby declared a misdemeanor and anyone convicted of any such violation shall be fined not less than twenty-five dollars (\$25.00) nor more than fifty dollars (\$50.00) for each violation of subsection (a) of this section and not less than two dollars (\$2.00) nor more than ten dollars (\$10.00) for each violation of subsection (b) of this section. [Acts 1963, ch. 102, §§ 1, 2; 1977, ch. 114, §§ 1, 2.]

**Amendments.** The 1977 amendment designated the former first paragraph as subsection (a), the former second paragraph as subsection (c), added subsection (b) and added the material at the end of subsection (c) following "fifty dollars for each violation."

**Effective Dates.** Acts 1977, ch. 114, § 3, January 1, 1978.

**Law Reviews.** Ellithorpe—Adoption of Crashworthiness Via Strict Products Liability (Gail O. Mathes), 4 Memphis State U. L. Rev. 497.

**Cited:** Ellithorpe v. Ford Motor Company (1973), — Tenn. —, 603 S. W. (2d) 516.

#### NOTES TO DECISIONS

##### 1. Contributory Negligence.

Failure to wear seat belts does not constitute contributory negligence in Tennessee. Mann v. United States (1968), 294 Fed. Supp. 691.

In wrongful death action where defendant's automobile, after failing to yield right-of-way, struck the decedent's vehicle, an instruction as to possible

remote contributory negligence of decedent because of his failure to wear a seat belt was precluded by the proviso in this section that states that a failure to wear seat belt shall not be considered contributory negligence. Stallcup v. Taylor (1970), 62 Tenn. App. 407, 463 S. W. (2d) 416.

APPENDIX B  
CLIENT INTERVIEW GUIDES

Basis Questions Asked Clients in All Three Cities

Name \_\_\_\_\_

Group \_\_\_\_\_

How many times did you visit a doctor before you have your baby?

None 1-4 5-10 11-15 16 or more

Do you have an approved car seat for your baby? Yes No

Have you made plans to get another car seat for your baby? Yes No Already have one

Do you work outside the home?

- No, do not work outside the home  
 Yes, work part-time (less than 35 hours/week  
 Yes, work full time (35-40 hours/week or more

Do you go to school?

- No, do not go to school  
 Yes, go to regular school  
 Yes, homebound program  
 Yes, night school  
 Yes, other (please list \_\_\_\_\_)

What is the last grade you completed in school?

6th grade or below 7 8 9 10 11 12 Some college but no degree  
Associate degree BS/BA in college Some graduate work Graduate degree

What is your marital status?

Single Married Divorced Separated Widowed

What is your ethnic group?

White Black Chicano Asian Other (list \_\_\_\_\_)

How many children do you have?

1 (This is first baby) 2 3 4 More than 4 (list \_\_\_\_\_)

Where do you list?

- Alone or with my children  
 With my husband or boyfriend  
 With my parents  
 With my husband and parents  
 With a girlfriend(s)  
 Other (list \_\_\_\_\_)

## Memphis Interview Guide

### CHILD PASSENGER SAFETY INTERVIEW GUIDE

#### I. Health and Safety: Government Intervention

1. The Health Department is trying to improve its services to new mothers. What do you think are the most important things new mothers need to know about health and safety for their new babies?
  
2. We want to include some things about the Child Passenger Protection Law. Tell me what you think of this law.
  
3. Do you think other states should pass such a law? Why or why not?
  
4. When was the last time you wore your seat belt? When was the last time you didn't wear your seat belt? About how much do you wear it?
  
5. What would you think if the government passed a law requiring people to wear seat belts? Would you wear yours?
  
6. Do you think the government should ban certain TV shows if they are not good for children to watch?
  
7. What other laws do you think the government should pass to improve the health and safety of young children?
  
8. What laws do you think the government should pass to improve the health and safety of adults?

II. Status of CRD

A. If Respondent HAS Returned CRD

1. Do you have another car seat for your child?

(If NO to #1) 2. Why did you decide not to get another car seat? (What has prevented you from getting one? What kind of help could you use in getting one? If no car: What do you do when you ride in other cars?)

(If YES to #1) 3. How did you decide to get another car seat? (Why did you get it? Did you have any trouble getting one? When did you get it?)

4. Who did you talk to about getting a car seat? What did they say? Did you agree?

(If YES to #1) 5. Tell me about the seat you decided to get? (What kind is it? Do you like it? Do you have any trouble using it? Check for correct use.)

B. If Respondent HAS NOT Returned CRD

1. Do you have any trouble using the car seat with your child? (What kind? When?)

2. What plans do you have to get another car seat for your child when you return the one you have now to the Health Department? (What kind? Where? Why?)

3. Who have you talked to about getting a car seat? What did they say? Did you agree?

C. ALL Respondents

1. Tell me about the last time you took your child for a ride using a car seat. (Where did you do? What did you do? Who was with you? How did the child behave? Whose car?)
  
2. Tell me about the last time you took your child for a ride without using a car seat. (Where did you go? What did you do? Who was with you? How did the child behave? Whose car?)
  
3. Tell me about when you decided to get your car seat from the Health Department. (Who did you talk to? What did they say? What made you decide to get it? Would you make the same decision again? How long did you have--or have you had--it?)
  
4. How important do you think it is for parents to use car seats with their children?
  
5. What have you heard about the importance of using car seats with young children? Where did you hear it?
  
6. About how many of your friends with young children have car seats? How often do they use them? When? Why? When do they not use them? Why?
  
7. Why do you think other people get car seats? Who influences them to get car seats?
  
8. Why do you think some other people do not get car seats?

8. Why do you think some other people do not get car seats?
  
9. Why do you think other people use car seats?
  
10. Why do you think other people sometimes do not use car seats?
  
11. When do you usually use a car seat with your baby?  
(Where do you go? What do you do? Who goes with you? In whose car?)
  
12. When do you usually not use a car seat with your baby?  
(Where do you go? What do you do? Who goes with you? In whose car?)

### III. Loaner Programs

1. Some people cannot afford to buy a car seat--or say they do not have the money. To help these people, some groups have started lending programs like the one through the Health Department so parents can borrow or rent a car seat instead of having to buy one. What do you think of this idea? (Do you like the loaner program? Would you recommend it to your friends? What changes would you recommend for the program?)
  
2. How many of your friends with young children do you think would use a lending program if they could? What reasons would they give?
  
3. How many of your friends with young children do you think would not use it? What reasons would they give? What could be done to encourage more of them to use it?
  
4. What people do you think should be allowed to use a lending program? (Anyone? Or just people who cannot afford to buy one--e.g., on welfare or foodstamps?)
  
5. How much money do you think people to afford to pay to rent a car seat? (\$1, \$3, \$5 . . . per month? per year?)
  
6. Would more people borrow seats if they were free than if they had to pay a rental fee? How many more?
  
7. Who would use car seats more--people who paid a fee to rent or people who borrowed them free? Why?
  
8. Who are the best people to tell new parents about where to get car seats? (Pediatricians, police, health department officials, clinic nurses, friends?)

# Chattanooga Interview Guide

## DISCUSSION GUIDE

### I. Health and Safety - Government Intervention

1. The Health Department is trying to improve its services to new mothers. What do you think are the most important things new mothers need to know about the health and safety for their new babies?
2. We want to include some things about the Child Passenger Protection Law. Tell me what you think about the law?
3. Do you think other states should pass such a law? Why or why not?
4. When was the last time you wore your seat belt? When was the last time you didn't wear your seat belt? About how much do you wear it?
5. What would you think if the government passed a law requiring people to wear seat belts? Would you wear yours?
6. Do you think the government should ban certain TV shows if they are not good for children to watch?
7. What other laws do you think the government should pass to improve the health and safety of young children?
8. What laws do you think the government should pass to improve the health and safety of adults?

## II. Status of CRD

### A. If Respondent DOES NOT have a CRD

1. Why do people not get car seats?
  
2. Why did you decide not to get a car seat?  
(What has prevented you from getting one? What kind of help could you use in getting one? If no car - what do you do when you ride in other cars?)
  
3. Tell me who you talked to about getting a car seat. What did they say? Did you agree?
  
4. Why do you think other people get car seats?
  
5. Why do you think other people use car seats?
  
6. How important do you think it is for parents to use car seats with their children?
  
7. What have you heard about the importance of using car seats with young children? Where did you hear it?
  
8. About how many of your friends with young children have car seats? How often do they use them? When? Why? When do they not use them? Why?

B. If Respondent HAS a CRD

1. Tell me about the last time you took your child for a ride with the car seat? (Where did you go? What did you do? Who was with you? Whose car? How did the child behave?)
  
2. Tell me about the last time you rode in a car without the car seat? (Where did you go? What did you do? Who was with you? Whose car? How did the child behave?)
  
3. Tell me about when you decided to get a car seat.  
(Who did you talk to? What did they say? What made you decide to get it? Would you make the same decision again? How long have you had it? When did you start using it?)
  
4. Why do you think other people get car seats? Who influences them to get car seats?
  
5. Why do you think other people use car seats?
  
6. Why do you think other people don't use car seats?
  
7. When do you usually use your car seat?  
(Where do you go? What do you do? Who goes with you? In whose car?)
  
8. When do you usually not use a car seat?  
(Where do you go? What do you do? Who goes with you? In whose car?)

### III. Lending Programs

Some people can't afford to buy a car seat - or say they don't have the money. To help these people, some groups have started lending programs so parents can borrow or rent a car seat instead of having to buy one.

1. What do you think of this idea?  
(Have you heard of a lending program? Do you know people who have borrowed a car seat from a lending program? If a lending program were available, would you use it?)
2. How many of your friends with young children do you think would use a lending program? What reasons would they give?
3. How many of your friends with young children do you think would not use it? What reasons would they give? What could be done to encourage more of them to use it?
4. If we were to set up a lending program, what people do you think should be allowed to use it?  
(Anyone? Or just people who can't afford to buy one - e.g. on welfare or foodstamps?)
5. How much money do you think people could afford to pay to rent a car seat?  
(\$1, \$3, \$5, \$10, \$20, or more per 9 months?)
6. How many more people would borrow seats if they were free than if they had to pay a rental fee?
7. Who would use them more, the people who paid a fee to rent them or the people who borrowed them free?
8. Who are the best people to tell new parents about where to get car seats? (Pediatricians, police, health department officials, clinic nurses, friends, etc?)

# Knoxville Interview Guide

## CHILD PASSENGER SAFETY INTERVIEW GUIDE

### I. Health and Safety: Government Intervention

1. We are interested in improving community services to new mothers. What do you think are the most important things new mothers need to know about health and safety for their new babies?
  
2. We want to include some things about the Child Passenger Protection Law. Tell me what you think of this law.
  
3. Do you think other states should pass such a law? Why or why not?
  
4. When was the last time you wore your seat belt? When was the last time you didn't wear your seat belt? About how much do you wear it?
  
5. What would you think if the government passed a law requiring people to wear seat belts? Would you wear yours?
  
6. Do you think the government should ban certain TV shows if they are not good for children to watch?
  
7. What other laws do you think the government should pass to improve the health and safety of young children?
  
8. What laws do you think the government should pass to improve the health and safety of adults?

II. Status of CRD

A. If Respondent HAS Returned CRD

1. Do you have another car seat for your child?

(If NO to #1) 2. Why did you decide not to get another car seat? (What has prevented you from getting one? What kind of help could you use in getting one? If no car: What do you do when you ride in other cars?)

(If YES to #1) 3. How did you decide to get another car seat? (Why did you get it? Did you have any trouble getting one? When did you get it?)

4. Who did you talk to about getting a car seat? What did they say? Did you agree?

(If YES to #1) 5. Tell me about the seat you decided to get. (What kind is it? Do you like it? Do you have any trouble using it? Check for correct use,)

B. If Respondent HAS NOT Returned CRD

1. Do you have any trouble using the car seat with your child?  
(What kind? When?)

2. What plans do you have to get another car seat for your child when you return the one you have now to the Loaner Program? (What kind? Where? Why?)

3. Who have you talked to about getting a car seat? What did they say? Did you agree?

C. ALL Respondents

1. Tell me about the last time you took your child for a ride using a car seat. (Where did you go? What did you do? Who was with you? How did the child behave? Whose car?)
  
2. Tell me about the last time you took your child for a ride without using a car seat. (Where did you go? What did you do? Who was with you? How did the child behave? Whose car?)
  
3. Tell me about when you decided to get your car seat from the Loaner Program. (Who did you talk to? What did they say? What made you decide to get it? Would you make the same decision again? How long did you have--or have you had--it?)
  
4. How important do you think it is for parents to use car seats with their children?
  
5. What have you heard about the importance of using car seats with young children? Where did you hear it?
  
6. About how many of your friends with young children have car seats? How often do they use them? When? Why? When do they not use them? Why?
  
7. Why do you think other people get car seats? Who influences them to get car seats?
  
8. Why do you think some other people do not get car seats?

8. Why do you think some other people do not get car seats?
  
9. Why do you think other people use car seats?
  
10. Why do you think other people sometimes do not use car seats?
  
11. When do you usually use a car seat with your baby? (Where do you go? What do you do? Who goes with you? In whose car?)
  
12. When do you usually not use a car seat with your baby? (Where do you go? What do you do? Who goes with you? In whose car?)

### III. Loaner Programs

1. Some people cannot afford to buy a car seat--or say they do not have the money. To help people who want to get a car seat, some groups have started lending programs like the one through the Jaycees so parents can borrow or rent a car seat instead of having to buy one. What do you think of this idea? (Do you like the loaner program? Would you recommend it to your friends? What changes would you recommend for the program?)
  
2. How many of your friends with young children do you think would use a lending program if they could? What reasons would they give?
  
3. How many of your friends with young children do you think would not use it? What reasons would they give? What could be done to encourage more of them to use it?
  
4. What people do you think should be allowed to use a lending program? (Anyone? Or just people who cannot afford to buy one--e.g., on welfare or foodstamps?)
  
5. How much money do you think people can afford to pay to rent a car seat? (\$1, \$3, \$5 . . . per month? per year?)
  
6. Would more people borrow seats if they were free than if they had to pay a rental fee? How many more?
  
7. Who would use car seats more--people who paid a fee to rent or people who borrowed them free? Why?
  
8. Who are the best people to tell new parents about where to get car seats? (Pediatricians, police, health department officials, clinic nurses, friends?)

APPENDIX C  
CLIENT INTERVIEWS

Memphis Interview  
Mother: Ms. A  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

Background Information

Ms. A is black and has never been married. She has one boy who is ten months old. Ms. A has lost three children. Ms. A lives with her son. She does not attend school and does not work outside of the home. Ms. A completed the 11th grade of high school. She estimates that she visited her doctor 5 to 10 times before delivery.

Child Restraint Device Status and Use

Ms. A heard about the loaner program from her sister who had a child restraint device (CRD) from the Health Department. About a month later, Ms. A went to the Health Department to get a CRD. She has had the CRD for two months.

Ms. A said her son did not like the CRD. She said he fusses a lot. She said the bottom was too low making his feet too high. She wants to put towels underneath him to raise his back side up. Ms. A did not know if she would get another CRD after she returned this one, but she thought that she would. She said she has looked at some car seats already but does not know if she will buy one. Ms. A said she had not talked to anyone about getting another CRD.

Ms. A said as long as the car is moving her son is "OK, but if the car stops, the child gets frustrated." Ms. A said the child rides in the CRD when she is driving alone on short or long trips. She does not use the CRD when someone else is driving; she holds her child. Sometimes when the car is crowded he will not ride in the CRD. Someone will hold him.

Ms. A thinks that it is important for parents to use car seats if no one else is in the car. Ms. A has not heard anything about the importance of using car seats with young children. She said that none of her friends with small children have car seats except her sister, who "uses hers all the time."

Ms. A thinks that people get car seats so that they "will not have to hold their children and because of the law." Ms. A thinks that other people do not get car seats because children "grow up so quickly." She also stated that "if someone goes with them, why should they buy one."

### Loaner Program

Ms. A thought that the loaner program was a "good idea." She thought that people should "work for one on their own." Ms. A thought people should "buy one even if they are free." Ms. A had no changes to recommend.

Ms. A said the majority of her friends would use the loaner program if they knew about it. She said the reason some would not use the loaner program is because "they would be using something that someone already had used." Ms. A said the Health Department should advertise the program more. She said no one came to the hospital to tell her about the program like they did for her sister.

Ms. A thought that those who could not afford car seats should be allowed to use the loaner program. Ms. A thought that \$3 was fine to rent, but if people are buying, they should pay \$10 at a time. She thought that more people would borrow seats if the seats were free than if seats were rented. Ms. A thought that a person who rented would use the seat more than if the seat was obtained for free, but she gave no reason why. Ms. A thought that the schools were the best places to tell new parents about where to get car seats. She thought that "those who have car seats should come around and tell."

### Child Passenger Protection Law

Ms. A thought that the age limit set in the child passenger protection law should be lowered from 4 years to 2 years of age. She said that a child "will not stay in the car seat" after becoming 2 years old. She said it is "hard enough now" to keep her child in the CRD. She said the government "should not interfere in the family." She also said other states should not pass such laws.

### Government Intervention

Ms. A said she does not wear a seat belt and never has. When asked if the government should pass a law requiring people to wear seat belts, Ms. A replied "what does it matter, they'll get hurt seat belt or not."

In reply to the question of banning certain TV programs that are not good for children to watch, Ms. A said children should not watch the cable, but other programs are OK. Ms. A could not think of any laws the government should pass to improve the health and safety of children or adults.

### Related Health and Safety Issues

Ms. A could not think of any services that the Health Department could provide for new mothers concerning the health and safety of their new children.

Memphis Interview  
Mother: Ms. B  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Middle  
CRD Status: Present

### Background Information

Ms. B is a young, divorced, Caucasian woman, living in a middle-income area of town. She was divorced four years ago, became pregnant from a boyfriend she dated for three years and subsequently broke the relationship when he insisted on her terminating the baby once the pregnancy was discovered. She was under the care of a private obstetrician, one who saw her more than 16 times. Currently, she is working full time, supporting herself and child alone. Her education background includes a high school degree.

### Child Restraint Device Status and Use

Ms. B is presently using the CRD from the loaner program. After she heard of the service over a radio announcement, she called the number, yet was declined the service due to her high income range. Essentially, she called several times in an attempt to pester the department into letting her have one. She related that her \$460 a month salary barely covered her rent, one car note, babysitter, etc.

She was quite adamant about using the car seat. It was reported to be in use each and every time the infant was in a car, including those few times when another person was in the car with her. The first time she was refused a seat, she remained determined to get one in one way or another (asking her mother to buy her one as a last resort). She now has access to a Bobby Mac Toddler chair for her baby when the infant seat is to be returned.

Obviously, she believes that car seats are important for parents to use with children. However, she never thought about the importance of CRDs until she became pregnant--after which she heard of the law. She immediately put her sights on obtaining one for her child. Her best friends have and use car seats as well, and her next door neighbor has joined the loaner program, too.

She believes that fear of children being thrown through the windshield and killed are the motivating factors in influencing people to get car seats. Reasons behind not obtaining CRDs reflect a money issue and a basic laziness in taking some extra time to strap the child in a CRD.

### Loaner Program

Ms. B likes the loaner program, but complains about the people not returning her calls once her monthly salary was disclosed. Again, she would have borrowed the money to buy one, but the fact that she has finally gotten into this program has been a great convenience for her. She seems

concerned about leaving the seat in her car and having it stolen, particularly when it does not belong to her. Nevertheless, she keeps it in the car at all times to save time early in the mornings.

She believes that everyone should be able to use the loaner program. If a person calls in with a need, she assumes that the need is legitimate. She would have been willing to pay more than \$3 rent, but she did not recommend a price to offer to charge others. She felt that those who paid rent would use the seats more than those receiving them free and seemed to feel that all should pay.

#### Child Passenger Protection Law

The law was reported to be good, necessary and needed to increase public awareness. She was in favor of other states passing similar laws. A concern was expressed over seeing children hanging out of car windows or standing up on the car seat, consequently, she was in favor of taking action against these drivers.

#### Government Intervention

Ms. B never wears her own seat belt due to the "trouble" it causes for her. Her car does have a shoulder harness and a deliberately disconnected buzzer. She was somewhat favorable toward a law requiring the use of seat belts and saw it as a potential motivator. She could see herself using her belts if such a law were passed.

This mother believes that the government should ban certain TV shows as well. As one who does not choose to watch TV, she suggested that most be taken off the air. No specific programs were mentioned. No further ideas were expressed concerning the government intervention on health/safety issues for all people.

#### Related Health and Safety Issues

Ms. B expressed a need to obtain information about which immunizations are needed at various ages. Perhaps, the Health Department could fulfill this need by distributing pamphlets.

Memphis Interview  
Father: Mr. C  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Mr. C is a young Caucasian, middle income person married to a deaf woman. They have two children ages, 18 months old and a newborn. The father is a minister of a local church; the mother is a full-time housemother. Both have college degrees. The wife was reported to be under the care of a doctor for both children and in both cases saw one more than 16 times during her pregnancy period.

### Child Restraint Device Status and Use

The C's presently have a CRD from the loaner program (they have a Chrysler home seat for their 18 month old). They have had no trouble using either of the car seats and report using them all the time. They own two cars at the present time and reported a constant shifting of seats between the two cars.

They believe that car seats are important "for safety reasons" and feel that all parents should take time to buckle children. They had not used the infant seat for over three weeks because the mother had not been anywhere in the car for that time span (one car was reported to be broken down). There were times reported when the seat was not used in a moving car; during times when all four were in the car on the way to church or store, the mother chose to hold the baby.

Mr. C believed that other people would get and use car seats because of the service available. Reasons for not obtaining a seat and using it were cited as well: (1) some people are not aware of the law, (2) some people simply put off going to get the seat. Safety reasons for using car seats were reported as a motivating factor much more so than the sanction of the law. People having seats and not using them were doing so because of the extra time and effort it would require--some inconvenience was expressed.

### Loaner Program

The C's expressed favor for the program and have referred its services to friends and parishioners. Safety reasons seem to be the most motivating factor. They believe this is the reason that others obtain seats, although the law seems to give it an extra push. In their opinion, all people have to make the choice--"and while you can lead a horse to water you can't make him drink." Likewise, there will be those who will not use them, regardless.

Mr. C recommended that people rent the seats for one dollar a month. Three dollars he believed was very reasonable; yet, a higher rent would make it feasible for the program to operate more efficiently. Offering the seats for free would not increase the borrowing rate. Once people pay the rent, they will use the seat to get their money's worth. In all cases, something should be charged. "Taxes are already too high to give them out for free."

#### Child Passenger Protection Law

The child passenger protection law was reported to be a good one provided that all people were given a means to comply. "Who can measure the worth of a child--what's \$40?" Other states should pass similar laws, and while there will still be people who will not comply, laws would help in motivating some people who otherwise would not bother.

#### Government Intervention

Mr. C wears his seat belt always. He reported a time in which he was involved in a car wreck. It was the seat belt which saved him from extreme injury, possibly death. He now would wear his belt regardless of a law requiring its use and is somewhat for the passage of a seat belt law, particularly if it pressured people to take better care of themselves.

Banning TV shows on the other hand, he felt, is not a good idea. In his opinion the decision should rest with the parents. Many parents will not take the responsibility to screen the programs, but television still should not be governmentally regulated.

Mr. C expressed a concern saying there are too many laws already and passing more related to health/safety is useless. People ultimately have the responsibility to choose to take care of themselves and will choose to do so or not regardless of societal sanctions.

#### Related Health and Safety Issues

Mr. C suggested a class be offered wherein basic techniques of child care could be discussed from newborn up to preschool. In his opinion that which may seem common sense really is not, for example, warming a baby's bottle.

Memphis Interview  
Mother: Ms. D  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Low-Middle  
CRD Status: Present

### Background Information

Ms. D is a full-time worker, married, black, and living with her husband. Her two children are 18 months and under; the infant currently is using a car seat from the loaner program. She reported having a high school education. She was most difficult to interview. Two times an appointment was arranged and both times she either was not home or refused to answer the door. She was reached later in the evening again by phone; consequently, the rest of the information was released. She saw a doctor more than 16 times. Her income level (based on the type of apartment complex) appeared to be in the low to middle bracket.

### Child Restraint Device Status and Use

Ms. D reported this to be the second time that she has used the loaner program. Her older child currently has a toddler chair which she reported to be approved. When questioned as to the brand, she claimed she did not know, when asked if the seat had a sticker she said she was not sure. The range of price was more than \$20.

Her younger baby is uncomfortable in the infant seat. Consequently, she uses towels to prop him up. Most of the time both seats are used while the car is in motion, particularly when she is driving by herself.

She decided to get an infant seat from the Health Department after finding out about the service from the Methodist Hospital's child birth class.

Overall she believes that it is important for parents to use car seats; however, she reported both advantages disadvantages. In the event of a crash the seats are needed to prevent the child from being thrown. Yet, it is equally disastrous if one needs to get the child out and has to wrestle with the straps.

Ms. D saw the impact of the law as a motivating factor in influencing others to get car seats. Three of her friends have and use car seats for safety reasons. Those who have seats and do not use them do so because of inconvenience. Those who do not buy one altogether are not concerned one way or another.

### Loaner Program

Ms. D likes the loaner program and has recommended it to her friends. She suggested that the Health Department switch to a different type of car

seat, one with a style which would allow the baby more comfort. Her friends would use the program because of the \$3 price before they would buy a chair, and Ms. D believed most would use the program. Perhaps more advertisement could be utilized to encourage others to come to the program.

In Ms. D's opinion, all people should be allowed to use the program--\$3 seemed reasonable enough. While more might borrow the seats if they were free, it would not make a difference in the usage. People would use them only if they chose to do so.

#### Child Passenger Protection Law

Ms. D found favor in the law and suggested that laws be passed in other states as well. Her decision was based on the importance of keeping children safe from injury.

#### Government Intervention

She was honest in reporting not wearing her seat belts due to their confining nature. If the government passed a law requiring seat belt usage she might wear hers, although she assumed it would not make much difference. This mother was against the banning of TV programs. In her opinion, the decision should rest with the parents. The only idea of laws for health/ safety for children was a requirement for all children to be vaccinated and kept up to date on immunizations.

#### Related Health and Safety Issues

No further ideas were mentioned.

Memphis Interview  
Mother: Ms. E  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Low  
CRD Status: Present

### Background Information

Ms. E, a mother of two young children, is married and presently is living with her husband. She is at home full time with her children. She saw a doctor more than 16 times for both of her pregnancies. This young black mother is using the loaner program for the second time. She first heard of the program while pregnant with her first baby and was contacted through the mail. She currently has a toddler seat for her 14 month old and a loaner seat for her newborn. Her education reflects a high school degree.

### Child Restraint Device Status and Use

At the time of this phone call, Ms. E had had the car seat for two weeks. She did not report trouble in its usage or in the baby's comfort. The child thus far has slept peacefully in the seat to and from the clinic. The only instance in which the seat was not used was the ride home from the hospital; a short period of time lapsed between the baby's birth and the pickup of the seat from the Health Department.

This mother expressed a real need for the use of car seats for safety purposes. Two of her friends have car seats and use them "at least to her knowledge." In her opinion, people obtain car seats for safety reasons; however, the law has its influence to encourage people further.

Reasons for not acquiring a seat are that they are expensive and somewhat inconvenient. When further asked for the motivation behind use of car seats, the response was "because the law says so." Occasional use of car seats reflects the tendency for people not to bother on short local trips or having other people in the car to restrain the child.

### Loaner Program

Ms. E did not offer any recommendations to change the loaner program in any way. She thought that all her friends would use the program if possible and would do so because of the importance of restraining children (as expressed in TV commercials). In her opinion, anyone who expressed a need should be allowed to use the service. Five dollars seemed to be a better estimate as to an amount people could afford to pay to rent the seats; however, she felt the seats should be loaned free of charge. Not only would it be a good idea to loan the seats for free, it might be a good idea to give them for free. No decision was made as to whether seats would be used more under free or rental conditions.

### Child Passenger Protection Law

Ms. E was fully aware of the law and thinks that it is "nice." Other states should pass similar laws, not only for the protection of children but also for the benefit of parents.

### Government Intervention

Ms. E. believed that wearing seat belts was a good idea, particularly in heavy traffic and bad weather conditions. Otherwise, she reported not buckling in due to the inconvenience. In terms of a law enforcing seat belt usage, she found some favor for it and believed that it would motivate her to use her seat belt all the time.

In terms of intervention of banning certain TV shows, she was in favor of taking off some of the more violent ones (no names mentioned). There was no response for the information regarding health and safety of children/adults.

### Related Health and Safety Issues

No further response.

Memphis Interview  
Mother: Ms. F  
Group: Borrow  
Use: Partial User  
Interview Method: Phone  
SES: Low  
CRD Status: Present

### Background Information

Ms. F, a black, single woman, is currently raising her first child. She has an eighth grade education and lives with her aunt. Currently she has no job and is not in school. She does have an approved car seat from the Health Department loaner program and has been in the Department's care through her pregnancy, seeing the doctor there more than 16 times prior to delivery.

### Child Restraint Device Status and Use

Ms. F has not had any trouble using the car seat. She uses it some when driving to pick up her mother. Her child is now eight months old, is capable of sitting up and fusses when restrained. In order to reduce the tears, Ms. F picks the child up and takes her out of the seat while the car is in motion.

Ms. F recalled an instance the day previous to the phone interview where she drove and held the child on her lap. When asked where her car seat was, she replied that it was "at home." She reported that she really enjoyed the car seat for its practicality. Now she can do more things by herself, for example, going to the store for groceries. All she needs to do is go into the store by herself, lock the child in the car (in the restraint) and feel OK about leaving her. (This response may have been expressed to obtain a reaction from the interviewer.)

Ms. F agreed that CRDs were very important "if an accident occurred." She first heard of the safety of CRDs when given pamphlets at the hospital. Two of her friends have CRDs and, like herself, use them "all of the time."

Other people obtain CRDs for the same reason she did, i.e., to save time and to permit freedom for shopping sprees. Most people influence themselves to get one once the child is older and "all over the car."

Ms. F usually used the car seat most when she had "lots to do," yet, seemed to use it according to her mood. When by herself she would simply hold the child particularly when she had only one errand to run. It was assumed that the seat was too much trouble for one errand.

### Loaner Program

Ms. F reported that the program was helpful and did not offer further recommendations. All of her friends would use the service if possible so the "children could enjoy the car seat." With everyone "so busy, it frees them up to shop and stuff."

Anyone should be allowed to use the loaner program, at least those that "would not misuse it." The rent was suggested to be based on salary scale. Those who asked for the seats for free should be allowed to have them; however, those who paid a rent fee would probably use them more (no reason given).

#### Government Intervention

When asked about her seat belt usage, Ms. F asserted that she never wore one. While driving, the seat belts serve to agitate her. Defensively Ms. F reported that "someone may lose a life wearing them." In her opinion it was not fully right for the government to pass a law requiring the use of belts. Consequently, it should be left up to the individual.

The government should not ban certain TV shows either for the same reason. It should be left up the parent's discretion.

#### Child Passenger Protection Law

Ms. F understood the law to require a seat only for those children under one year. When told that it included children age four and under she replied that it was a good law for safety. One must find a way to not break the law, and that means a hassle for the parent in finding a solution. Other states should not pass laws as long as the percentage of infant deaths is low.

#### Related Health and Safety Issues

Ms. F suggested that the Health Department provide a service to new mothers wherein a person comes in for a week (nursemaid) to give new mothers time to rest.

Memphis Interview  
Mother: Ms. G  
Group: Borrow  
Use: Nonuser  
Interview Method: Live  
SES: Low  
CRD Status: Returned

### Background Information

Ms. G is presently married and is living with her husband. She has three children, one 7 years and twins about 18 months old. The twins used the loaner program until they were about a year old. Presently they do not have a car seat. This mother had some college at a school in Mississippi. She saw a doctor 11 to 15 times while pregnant with the twins.

### Child Restraint Device Status and Use

Ms. G used the loaner program until her children outgrew the seats. They do not have toddler seats due to the expense involved. Her husband has been out of work for over a year now (reason unknown). She wanted toddler seats and was disappointed in finding out the Health Department did not loan them out. She currently holds both children in her lap when the car is in motion.

The seats were turned in 9 to 11 months ago and, although the children quickly outgrew them, she continued to use them as long as possible. She now goes in a car frequently without car seats.

She recognizes the importance of car seats for safety purposes, particularly in preventing children from being thrown from a car. She first heard of the importance in using car seats on a TV program. A Health Department person came to her home and told her of the lending program. She proceeded to contact the clinic and received her seats from there.

Three of her friends have car seats and use them all the time--even in cars in which two adults are riding in the same car. In Ms. G's opinion people can best hear of the law and its importance from the news media, however, most come to the conclusion themselves once they have children and realize the importance of the child's safety.

The reasons cited by Ms. G for not obtaining car seats are twofold: (1) money issue, (2) people conclude they are not entirely safe. She fully believes that the seats are safe and necessary, and she cannot envision people obtaining one and not using it. She had no problems whatsoever in using the infant seats--in terms of time, effort, convenience, etc. If it were economically feasible, Ms. G would have two federally approved chairs and would use them at all times when the vehicle was in motion.

### Loaner Program

Ms. G would highly recommend the program to her friends. Her one recommendation would be to set up a toddler seat exchange as well. Otherwise, there is no need for change. If possible, her friends would use the lending service for safety reasons. She suggested showing films to pregnant mothers to indicate the importance of car safety and the use of CRDs.

For children's safety, most people should be allowed to use the service, yet something should be set up to weed out those who would abuse it. In general, the low income person should be served.

A suggestion of \$10 to 18 rent fee or \$1 a month was offered. More people would borrow the seats if they were free, but this was believed to be a bad idea. Once obtained, people might claim the seat was torn up (when in fact it was not) and turn around and sell it to someone else.

Whether or not people would use seats more if they were free or rented seemed to make little difference. If people had access to seats, in her opinion they would put the seats to use.

### Child Passenger Protection Law

This parent thought the law was a good one because it encouraged good prevention habits. Other states were cited as needing similar law as well for safety of all children.

### Government Intervention

Ms. G rarely wears her seat belt and could not recollect having used one within the past year. No reason or rationale was given. She just "gets in the car and goes on." The idea of the government passing a law requiring its usage sounded fine to her. A law would give her more motivation to wear seat belts.

The government, likewise, should intervene and ban several TV shows, especially SWAT. There was no response for the other government related issues.

### Related Health and Safety Issues

No response.

Memphis Interview  
Mother: Ms. H  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. H is black and is separated. She has two children. For the time being, her sister is living with her and her two children. Ms. H completed high school and eight months of nursing school. Ms. H was a nurse's assistant until she was laid off. Ms. H estimated that she visited her doctor 11 to 15 times before delivery.

### Child Restraint Device Status and Use

A lady in the laundry mat told Ms. H's mother about the loaner program. Ms. H called the Health Department and was asked to come in. A woman at the Health Department asked Ms. H her income, gave her some forms to fill out and explained the program to her. Ms. H said she wanted the CRD because she needed one to put her son in; her carrier was too small. Also, she did not want to be charged a fine if he was not in a CRD. Ms. H has had the CRD since February 1980. She plans to get another CRD after she returns this one "because the law requires us to have them." Ms. H has looked at some car seats in a department store. She wants one similar to the one she has now. She has talked to a friend about getting a CRD. They talked about how much one costs. Ms. H has not had any trouble using the one she has now and said she would make the same decision again.

Ms. H said she uses her CRD "all the time; no one ever holds him." But earlier Ms. H stated that when she was going to church with her mother, sister, aunt and some other children, she held her son. Ms. H said her son behaves when in the CRD. Ms. H talked about doing things in her mother's car and never mentioned a car of her own.

Ms. H thought that it was important for parents to use car seats with their children. Ms. H stated that parents "should use them." Children "need something to tie them down. They move around, they will not sit." Ms. H said she heard on TV that parents should use car seats with children under 40 pounds.

Ms. H said none of her friends with small children have car seats. Although her aunt bought one, her child grew out of it and she is not getting another one. Ms. H said people get car seats because of the "law that was passed." She said people "cannot give the law \$50 when they get caught." Ms. H said some people do not get car seats because they "cannot afford one."

### Loaner Program

Ms. H likes the loaner program because she thinks a lot of people cannot afford car seats. She has recommended the program to some of her

friends. Ms. H said all of her friends with young children would use the program if they could. She thought they would because of the law.

Ms. H thought that anyone should be allowed to use the program. Ms. H thought the car seats should be worth more than \$3. She said, if people rented car seats on a monthly basis, they should pay \$3 to \$5. Ms. H thought that more people would borrow seats if seats were free than if they were rented. She said "most all" would want car seats if they were free. She also thought that more people would use seats if they were free than if they were rented. She said that if people knew that seats were free, they would use them. Ms. H thought that Health Department officials were the best people to tell new parents about car seats.

#### Child Passenger Protection Law

Ms. H thought that the child passenger protection law was "right." She thinks that "more will use car seats because of the law and the fine." She thought that if there were no law and no fine, people would not use the seats. Ms. H did not think that the government was interfering with the family. She thought that other states should pass such laws because they "may save a life."

#### Government Intervention

Ms. H does not use her seat belt because it makes her uncomfortable. Ms. H thought that the government should pass a law requiring people to wear seat belts. She said she would wear her seat belt if a law was passed.

Ms. H thought that the government should ban "some" TV programs which are not good for children to watch; she suggested cops and robbers and Evil Knevil. Ms. H thought that the government should make young children wear seat belts. As far as the health and safety of adults is concerned, Ms. H could not think of any laws which government should pass.

#### Related Health and Safety Issues

Ms. H could not think of any services which the Health Department should offer to new parents.

Memphis Interview  
Mother: Ms. I  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Low  
CRD Status: Returned

### Background Information

Ms. I is black, is married and currently is living with her husband. She is now working full time, using her associate degree received from a small business college. She has one child and estimated that she saw her doctor more than 16 times prior to delivery.

### Child Restraint Device Status and Use

Ms. I returned the loaner seat to the Health Department a few months before this phone interview took place. They have obtained another toddler CRD. While the name of the seat was never disclosed (she did not remember), it is quite possible the seat was federally approved. The seat was obtained from Service Merchandise, was in the \$40 price range and overall sounded much like a cushioned seat with an internal harness. This mother expressed great amount of concern for her child's safety. The toddler CRD was purchased before the loaner seat was returned.

The toddler CRD, used daily taking the child to the sitter, remains in the car at all times. The only times when the seat is not used is on short trips with husband driving. Otherwise it is used without fail.

Ms. I believed that CRDs were important for the child safety, and she claimed knowledge of the need for CRDs long before the law was established. She firmly believed that most people use them for this expressed purpose, although there are others who comply because the law ordains it. Reasons stated by Ms. I for not getting car seats were: (1) money, (2) laziness, (3) ignorance of loaner program, and (4) apathy.

### Loaner Program

Ms. I had positive comments to make concerning this program. She recommended it to one interested friend who went to the Department only to find them all loaned out. Again, she reiterated the importance of seats in safety for the child, yet she commented on their inconvenience, too. In her opinion, it should not be hard to convince people of the necessity in using CRDs.

Ms. I believed that anyone should be allowed to use the loaner service. When she first applied she "could not afford to buy one." She worked to save her money to afford a "good" toddler CRD. No estimate was given on possible rent fees. People might borrow more if seats were free, but people would use seats more if rented. Why? People take advantage of free items

more so than if fees are paid. One possible alternative mentioned would be putting up a deposit for the CRD and having the deposit refunded if the seat is returned in good shape. She could foresee problems in abusing the seats if the program were run under any other means.

#### Child Passenger Protection Law

The law is thought to be a good one, though it needs to be enforced more. Likewise, other states should pass similar laws. She has been personally touched by car accident tragedies in her family. Consequently, she is in favor of all being done to reduce the rates of injury and death.

#### Government Intervention

Ms. I wears her seat belts "all the time." She did give the "obnoxious buzzer" the credit in motivating her to use her belts. One wonders if she would truly bother regardless? She complained of seat belts being bothersome and confining. In terms of government regulation requiring seat belt usage, she was uncertain. Although she disliked seat belts, she wore them. She believed that the decision should be left up to the individual.

Ms. I expressed disfavor with governmental regulation concerning TV programming. In her opinion, it is the parent's responsibility to choose those programs the child can or cannot watch.

Laws concerning the health/safety of young children revolve around a concern of the high incidence of child abuse. This parent was in favor of more straight sanctions, forming neighborhood watches to help in reporting possible neglect cases. She had heard of welfare monies intended for children misused to buy drugs and alcohol. In her opinion, no one cared--even social workers who are fully aware of circumstances. She was in favor of the Federal government cutting out a "lot of red tape" necessary in breaking through these cases.

#### Related Health and Safety Issues

No response on topics other than those mentioned above.

Memphis Interview  
Mother: Ms. J  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Low  
CRD Status: Returned

### Background Information

Ms. J is black and has been married for 7 months. She has one child who is 1 year old. She and her family presently live with relatives. She completed high school and attended Shelby State for one and one-half years. She is working full time and does not attend school. She stated that she visited her doctor more than 16 times prior to delivery.

### Child Restraint Device Status and Use

Ms. J gave birth the end of February. In March, she received a letter from the Health Department stating that she could rent a CRD. A week later she obtained the CRD from the Health Department. Ms. J stated she "was going to get a CRD to begin with" because of her "doctor visits." She had the CRD for one year. Three weeks after she returned the CRD to the Health Department, she bought a new CRD. After being without a CRD for three weeks she realized she needed one. She stated "the car seat was good for him and me." Her child was very active in those three weeks without a CRD. Her new CRD is approved and was made by General Motors. It is the "bucket type." She said she bought a new CRD in order to protect her child.

Ms. J leaves her child at her mother's house every morning on the way to work and picks him up in the afternoon. He usually behaves well when in the seat. Ms. J said he rides in the CRD everytime except when the car is crowded. One night she had 6 relatives in the car and her boy was acting wild because it was late and close to his bedtime. After several relatives got out, her child was put in the CRD.

Ms. J thinks that it is very important to use car seats especially for the safety of small children. Ms. J has not heard anything about the importance of using car seats with children. Ms. J said not too many of her friends with small children use car seats. She had no idea of how often, when or why her friends did or did not use them. Ms. J thought that other people get car seats for the protection of their children. She thought that no one influences people to get car seats. It must be "important among themselves." Ms. J thought that other people do not get car seats because "they don't know how important it is to use car seats. Some don't care, and some because of financial problems."

Ms. J stated that she uses her CRD practically all the time. Usually she is by herself in her car. The times she does not use it is when she is "not in the car."

### Loaner Program

Ms. J said the loaner program is a "good idea" because it "helps to encourage people to use car seats." She likes the program the way it is and has recommended it to her friends. Ms. J said the majority of her friends would use the loaner program but did not know of any reasons why.

Ms. J thought that the loaner program should be offered to "everybody." She thought that \$10 was what people could afford to pay, with that as a flat fee. Ms. J thought that about the same number of people would get car seats whether car seats were free or rented. She said more people would use car seats if they paid than if they received seats free. "If they had to pay, it would be an incentive to use it--an investment." Ms. J said the clinic is the best place to tell people about car seats because people "make regular visits" to the clinic.

### Child Passenger Protection Law

Ms. J thought the child passenger protection law was "good" because it "encourages people to have more concern for their child." She said other states should pass such laws "for their protection and the child's protection."

### Government Intervention

Ms. J could not remember the last time that she wore her seat belt. She stated it "would be OK" if the government passed a law requiring people to wear seat belts. She said she would wear her's "if they enforced it more."

Ms. J. thought that the government should not ban any TV programs which were not good for children to watch. The only thing Ms. J said the government should do to improve the health and safety of children and adults is to encourage more people to use car seats and seat belts.

### Related Health and Safety Issues

Ms. J said the Health Department should encourage new mothers to use car seats.

Memphis Interview  
Mother: Ms. K  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. K lived in the heart of the downtown area in an extremely low income housing project. This black mother lived on welfare and took care of 5 children, ranging in ages from 2 months to 18 years. No information was disclosed as to whether or not all 5 were living at home. She completed the 11th grade. She saw a doctor 16 times with her last child. Her husband lives at home; his occupation unknown.

### Child Restraint Device Status and Use

Upon entering the small apartment, the baby was resting quietly in the loaner programs' car seat. This mother seemed delighted to have it, not only for the car, but for an infant carrier as well. She obtained the seat from the Willington clinic where nurse volunteers were teaching basic infant care. She saw the need of the CRD for safety purposes. She said that all parents should be able to obtain CRDs if a need existed. She first heard of the importance of using CRDs in a clinic visit after her baby was born. One would assume that she would not have known CRDs existed had they not been shown/demonstrated in infant care classes.

Ms. K could not understand why others would choose to obtain a CRD yet not use it. She thought that all people would naturally desire to do what is best for a baby's safety; therefore, she offered no ideas on reasons why people would not bother.

She reported using the CRD in a moving vehicle only for very short trips (to the clinic and back, for example). She had never taken the children for a long trip, yet speculated that the infant would remain in the seat at all times except diapering/feeding times.

### Child Passenger Protection Law

When asked about the child passenger protection law, Ms. K replied that she was unaware of the law. When told by this interviewer what the law entailed, she expressed support for it not only in Tennessee but in other states as well.

### Government Intervention

Ms. K could not recollect the last time she used a seat belt, yet asserted that one would be used on long trips only. In general, running errands to the store would not warrant its usage. In her car she had access to a lap belt only. No explanation was offered as to reasons behind her behavior.

Likewise, she was against the government passing regulation requiring seat belt usage at least in small passenger cars. In her opinion she felt safe without the lap belt. She contended that being thrown from the car was more safe than being restrained.

She seemed somewhat selective in her choice of TV shows and explained that she would turn it off "if there was a question about it." Overall, the government should not interfere and the decision should rest with each parent. "The stories will be heard at the school or on the street anyway."

#### Related Health and Safety Issues

Ms. K was in favor of improved dental care for both children and adults. No ideas were offered in ways in which the Health Department could be of service in this area.

Memphis Interview  
Mother: Ms. L  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. L is a young, black mother of three children. She is presently at home with all the children while her husband works full time (job unknown). This parent received a B.S. degree in Rehabilitation Education in 1978. She saw a doctor 15 times with the past newborn child. She had the infant CRD for approximately six weeks at the time of the interview.

### Child Restraint Device Status and Use

No problems were reported in using this CRD. The mother expressed good intentions in going out to buy a new toddler seat; consequently, much of the conversation revolved around the various types of seats. She hoped to return to work full time. At the time of this interview, much of her time had been spent taking the infant over to a relative's house in order that various job interviews could take place.

Child safety was important to Ms. L. She first heard of the law and the importance of CRDs from a friend who referred her to the Health Department's loaner program. All of her friends with young children had CRDs. Some of whom also used the loaner program. Other friends used designs inferior to that of the loaner program seats--she much preferred the CRD design with the seat facing backwards.

People who do not obtain car seats were thought to do so due to a lack of funds and ignorance of the program's services. In her opinion people used car seats because of an awareness of the public concern and safety features. Reasons why people choose not to use CRDs were mentioned as well; either parents think nothing will happen, or they think it creates a hassle.

### Loaner Program

No changes were recommended for this program. She stated that some of her friends would refuse to use the program because it might imply that they were poor. She said at least two or three thought their income bracket too high to use Health Department facilities, yet they did not buy a seat either.

Ms. L thought that \$3 a month rent seemed a reasonable enough rent to loan a car seat. Those persons not working or not able to afford a CRD should be allowed to rent a seat along with higher income levels. She did comment that the model used by the Health Department was not "the prettiest

model," yet, with the rent only \$3, all people should pay it and take advantage of the opportunity. In her opinion, giving the seat free would create a message to people that there was nothing valuable in the program. In terms of usage there was no difference foreseen between those who obtained seats free and those who paid rent. Once seats were obtained, the seats would be used, regardless.

#### Child Passenger Protection Law

Ms. L's reaction to the child passenger protection law was favorable; in fact, this mother would condone the law being strictly enforced, although this was not well defined. Other states as well should incorporate similar laws into their existing governments. This is to improve the safety of all children.

#### Government Intervention

This mother reported never using her seat belt.

Memphis Interview  
Mother: Ms. M  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Low  
CRD Status: Returned

### Background Information

Ms. M is divorced, is white and has four children. She completed the 11th grade. Ms. M works full time and lives with her children. Ms. M estimated that she visited her doctor more than 16 times before delivery.

### Child Restraint Device Status and Use

Ms. M had car seats for her first three children. She did not plan on having the fourth, so she gave away her car seat. When she became pregnant, someone gave her a car seat, but it was too big for her child. A friend told Ms. M about the loaner program. Ms. M said she wanted the car seat because hers was too big. Also, she had seen a program on TV showing what happens to children when they are in a wreck and are not in CRDs. Ms. M said she had the CRD about eight or nine months. She returned the seat a few months ago and is using the one that was given to her. The CRD she has now is made by Cosco.

Ms. M said her baby rides in the CRD all the time even for short trips. She said he does not like the CRD; he squirms a lot.

Ms. M thinks that it is important for parents to use car seats with their children. She said the TV program scared her. She had a friend who had a wreck and it cut her up badly. Ms. M said that she has seen advertisements on TV about car seats and the importance of using them.

Ms. M has six friends with children, and three of them have cars. She did not know how often or why those three used their car seats. Ms. M thinks that people get car seats to protect their children. She thinks that advertising influences people to get car seats or possibly a friend who had a wreck. She thinks that other people do not get car seats because they think "it will never happen to me."

### Loaner Program

Ms. M likes the loaner program. She recommended that there be funding to help low income people. She also recommended some advertising on TV to reach more people and to get people to donate car seats. Ms. M said she would recommend this program to her friends.

Ms. M thought that those people who had a car would use the loaner program if they could in order to protect their children. Ms. M thought that "anyone who needs a car seat and cannot afford it" should be allowed to use the loaner program. She suggested a charge of \$5 to \$10 according to monthly income.

Ms. M thought that a large number of people would borrow seats if seats were free instead of rented. She had no idea of who would use seats more, those people who rented or people who got seats for free. Ms. M thought that advertising and word of mouth was the best way to inform people about the car seats.

#### Child Passenger Protection Law

Ms. M thinks that the child passenger protection law is "pretty good." She said "some parents cannot afford car seats for a while." Ms. M said other states should pass such laws. The laws would help in accidents.

#### Government Intervention

Ms. M said she wears her seat belt about 50 percent of the time. When she does not, it is because she is in a hurry or she forgets. Ms. M liked the idea of the government passing a law requiring people to wear seat belts. She thinks that every car should have seat belts. This way people would wear seat belts and would not be thrown when in an accident. Ms. M would wear hers if such a law was passed.

Ms. M thought that the government should ban certain TV programs which are not good for children to watch, especially movies which are on the cable. She said police stories were not bad and cartoons were good as long as they do not use profanity.

Ms. M thought that, in order to improve the health and safety of children, the government should put fences around drainage ditches. As far as adults were concerned, she could not think of anything.

#### Related Health and Safety Issues

Ms. M thought that the Health Department should inform new mothers about plastics around a child's bed, wall sockets and bumper pads.

Memphis Interview  
Mother: Ms. N  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Low  
CRD Status: Returned

### Background Information

Ms. N, a mother of four, has been married 16 years. She is presently living with her husband, staying at home full time and taking care of the house and children. Ms. N reported having a high school education. Her children range in age from approximately 15 months to 16 years. She used the loaner program when her child was an infant and currently has a new toddler chair. She saw a clinic doctor more than 16 times when pregnant with her last child.

### Child Restraint Device Status & Use

Ms. N was very fortunate to locate a Peterson Safety Shield for \$8 at a local garage sale. Ordinarily, these CRDs cost approximately \$40. She decided to get a toddler chair not only for safety reasons and the requirement of the law, but also for convenience purposes as well. She reported "not being able to go anywhere" without one--meaning with her toddler crawling all over the car. Upon obtaining the seat, she managed to locate all the necessary directions on how to use it properly. Her child fussed at first, complaining about being restrained; but she did not allow him to balk, and he eventually learned to like it.

Ms. N reported her child to have always been in an approved car seat since shortly after his birth. The one trip he made unrestrained was to the clinic for a tuberculosis shot. While at the clinic, the doctor told her of the loaner program. She immediately contacted the program and obtained a CRD that same day. Her motivation for using the CRD was based on safety reasons. She fully believed that other people use CRDs for the same reason--it would be too dangerous to drive without CRDs. The one condition in which the CRD was not used was those times when the whole family went to church in one car (leaving no room for the seat). In this case, Ms. N or one of the older children holds the child.

In her opinion, most people are influenced to obtain and use car seats by their peers. People who choose not to obtain or buy car seats do so because of the expense, ignorance, or old habits. (None of the oldest children had car seats as infants--they were always held.) Those parents who have CRDs yet still refuse to use them do so because of the extra time/effort involved in using them properly.

### Loaner Program

Ms. N expressed favor for the loaner program and sounded truly appreciative of having an opportunity to use one for so long at so little expense.

She reported using the seat indoors, outdoors and in the car. She had an interesting interpretation of why people do not use the program, i.e., a fear of having to reveal too much information about themselves or a feeling that they would have to go through too much red tape.

Ms. N believed that anyone should be allowed to use the program. Likewise, she believed \$3 to be a good reasonable rental fee. In her opinion, \$3 was practically free anyway; therefore, it would not make a difference in usage if the seats were loaned for free or for a fee.

Ms. N said the best way to get the word out about the loaner service was through Health Department officials.

#### Child Passenger Protection Law

In terms of the law, it seemed good; however, Ms. N could not totally agree with it. She thought that the seats were too expensive (though worth the expense) for all people to obtain. Whereas it is good to protect children by keeping them restrained, it is unrealistic to expect all people to comply. In other words, it is discriminating against the poor. She did assert that similar laws should be passed in other states.

#### Government Intervention

Ms. N reported never wearing her seat belt except in her sister-in-law's car which buzzes "until she buckles." Her reason was simply that she "did not take the time." She could see both advantages and disadvantages in passing a law requiring their usage. At any rate, she believed she would wear hers if such a law were passed.

In relation to the TV issue, Ms. N believed that TV watching should be left up to the discretion of parents. She refused to allow her children to watch scary movies or shows high in sexual content, yet, she could see that choice as her bias and would not want that pushed on anyone else.

In terms of general health/safety for children, Ms. N believed that the government should pass laws requiring a certain amount of exercise/physical education in the school system. She had no responses on improved health/safety for adults.

#### Related Health and Safety Issues

Her one suggestion for the Health Department now was to send out literature about their programs, functions and available services.

Memphis Interview  
Mother: Ms. O  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. O is a young, married, Caucasian parent of two children, both of whom were delivered under the care of a private obstetrician. She is presently at home with the children. Her husband, a student, works part-time in a local grocery store. She finished high school in a middle income area of town, and proceeded to attend college at Memphis State University for two years. She and her husband live in a nice section of town in a small, comfortable home. While their finances are meager at the present time, their life-style tends to reflect a solid middle-income range (in terms of house, washer-dryer, cars, etc.). She has used the car seat now for a few months.

### Child Restraint Device Status and Use

Ms. O heard of the loaner program from her mother who learned of it from an unknown source. She reported some discontent in using it, particularly in the child's first few weeks of life. The baby cried, seemed bent up, uncomfortable. She seemed to desire a chair with a more laying down position. Now that her child is older (3 months), this does not continue to be a problem.

She had obtained a car seat "meeting and exceeding federal motor vehicle standards," for their older child, age 7, years ago from a private company in Memphis. The seat, custom made for \$300, converted to several useful devices, including a table and carriage. Her concern for child safety in cars seems to have extended to years previous to the law. Consequently, she uses her car seat each and every time the child is in a car. She reported only one time the baby was unrestrained in a moving vehicle which involved a feeding/burping period on a long trip. Otherwise, the seat is used in all instances.

She asserted that most of her friends had seats and used them "according to her knowledge." Only one friend refused to bother with one, "because her 2 year old son would refuse to sit in it." She believes that, if one "loves children enough" the extra time and effort required to buckle them up will be taken. It is "a matter of common sense."

She believes that people will be influenced to get car seats by the new law; those who continue to not buy seats do so because of lack of funds or laziness.

### Loaner Program

Ms. O liked the loaner program and had no further recommendations. Her friends, she believed, would make the effort to obtain the seats and would use them for safety reasons. Most people, she contended, should be able to use the loaner service, provided they were not "super rich." Others should rent according to a sliding scale of salary.

She believed that if the program were free, more people would take advantage of its service. "In this day and age if anything is free, people will take it." She could see no difference in the use of the seats, regardless if obtained free or on rental basis. If people borrow them, she assumes, they would use them strictly for the baby's safety.

She suggested telling Welcome Wagon about the program and telling newcomers to Tennessee cities of the law and the program. There was some concern of her child's seat in being adequate for him until he is able to sit in a toddler chair. Already, his weight is 19 pounds, yet the infant seat is usable up to 20 pounds. She asked for suggestions as to what to use until the child learns to sit up.

### Child Passenger Protection Law

Ms. O seemed to support the law strongly for its inherent safety reasons. She advocated passing similar laws in other states as well. Likewise, she felt a need for the law to be firmer with the public because going to court to pay a nominal fine "was no big deal."

### Government Intervention

Ms. O never wears a seat belt. She has a fear of being restrained (one enhanced by a bridge accident which was reported in the headlines wherein a passenger drowned "due to being buckled in"). Her fears go further of being strapped down, "split in two"; overall, she hates both a belt and/or harness. Should the government pass a law requiring its usage, she would continue not to wear one. She would "die of phobia before she would die in a wreck."

She thinks the government should not ban TV shows of any kind; on the contrary, the decision should rest with the parents. "They do have an on/off button." She is in favor of putting more shows on . . . "healthy shows" for children, but feels single people or childless couples would be discriminated against should such a law be passed. The government should pass other laws, though, i.e., stringent poison control law, jaywalking.

### Related Health and Safety Issues

Ms. O expressed a need for the Health Department to distribute pamphlets to new mothers in the hospital regarding basic safety: (1) tying pacifiers around the infant's neck (2) leaving infant unattended on dressing table and (3) propping up bottles for feeding rather than holding bottle.

Memphis Interview  
Mother: Ms. P  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Upper Lower  
CRD Status: Returned

### Background Information

Ms. P is black and has been married for three years. She has one child and lives with her husband and little boy. Ms. P has a bachelor's degree and works full time. At the present time, she is not attending school. Ms. P estimated that she saw her doctor 11 to 15 times before delivery. Ms. P has returned the CRD to the Health Department and has purchased another one.

### Child Restraint Device Status and Use

Ms. P heard about the loaner program through a friend. She decided to call the Health Department and to check about the program. Her sister then obtained a CRD for her from the Health Department. She had the car seat seven or eight months. Ms. P decided to get a CRD from the Health Department because her child was getting too big for his carrier and Ms. P knew she could not drive and hold her baby.

Near the end of December or the first of January, Ms. P purchased a Strolee. It has a five-point harness system with a bar and is elevated. Ms. P bought this car seat because her child had outgrown the one from the Health Department. Also, she knew she had to have a new one because she cannot drive and hold the child and because it is too dangerous.

Ms. P uses the car seat everyday because she leaves the child with a babysitter before going to work. She stated that the child likes the car seat, but he is at the age when he is beginning to move around.

When Ms. P and her husband go somewhere and the child becomes very fussy, she will remove him from the CRD and hold him. Ms. P said the only time he is out of the CRD is when he becomes fussy.

Ms. P stated that all of her friends who have young children have car seats. She said that her friends use their car seats all the time. Her friends leave the seats in their car.

Ms. P thought that other people get car seats for the same reason she does, for protection of children. Ms. P believes that other people influence people to get car seats. Her sister influenced her because she had a car seat. Ms. P thinks that people do not get car seats because they cannot afford them, because some parents do not travel often with their children and because of negligence.

### Loaner Program

Ms. P "loved" the loaner program. She stated that, if she had not heard of the program, she would not have obtained a car seat then but would have waited until later. She stated that there were no restrictions on the program when she got her CRD. She thinks that "the restrictions placed on incomes should not be." Ms. P stated that all of her friends would use the loaner program if they could. One reason she thinks they would is because parents need CRDs when they have children. This gets parents into the habit of using them. Also, car seats are practically free. Ms. P thinks that anyone should be allowed to use the loaner program. She thinks that the rental fee could be higher, possibly \$10. Ms. P stated that this is better than buying one. Ms. P stated that, if the people do not care, the Health Department could charge on a monthly basis.

Ms. P thinks that more people would borrow seats if seats were free than if a fee was charged. She stated, "now it's just like getting one for free." Ms. P believes that those who paid a fee would use the seat more than if they obtained the seats for free. She said "if they went to the trouble to get one and pay for it, they will use it more. If seat they were free, people would get them "for the heck of it," but would not use them." Ms. P thought that the best people to tell parents about car seats are doctors.

### Child Passenger Protection Law

Mrs. P thinks that the child passenger protection law is reasonable and is a good law. She does not know how strictly it is being enforced but believes that more measures should be taken to enforce it. She thought that other states should pass such laws for the protection of children because children are priceless.

### Government Intervention

Ms. P said the last time she wore her seat belt was more than a year ago. She does not wear her seat belt at all. It is not that she dislikes the seat belt, it is that she just does not take the time to put it on. Ms. P would not object if the government passed a law requiring people to wear seat belts. However, she is not sure that the government should pass a law. There are "pros and cons to such a law." Ms. P thinks that it can be dangerous at times to wear a seat belt. She thinks that people are responsible for themselves. If such a law was passed, Ms. P said she would wear her seat belt.

Ms. P stated that the government should not ban certain TV programs that may not be good for children to watch. She thinks it is up to the parent to decide what children should and should not watch. Ms. P could not think of any laws that should be passed to improve the health and safety of children or adults.

### Related Health and Safety Issues

Ms. P said she was not familiar with all the programs the Health Department offered. She thinks that the Health Department should make new parents more aware of the programs offered.

Memphis Interview  
Mother: Ms. Q  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Low  
CRD Status: Present

### Background Information

Ms. Q is black and has been separated for three years. She has three children; the youngest one is 4 months old. Ms. Q lives with her three children. She completed high school and attended college for two years, but she has no degree. Ms. Q does not work outside of the home. She estimated that she visited her doctor more than 16 times before delivery.

### Child Restraint Device Status and Use

At the present time, Ms. Q has a CRD from the Health Department. She was told about the loaner program by a friend. She obtained the CRD when her child was 1 year old. She wanted the seat because it was "useful."

She said the program was explained to her thoroughly by Brenda Kilgore. If she had to make the same decision again, she would. Ms. Q plans to buy another CRD when she returns this one to the Health Department, but she has no idea what kind she will buy. She has had no problems with the CRD she has now.

Ms. Q stated that the child always rides in the CRD. Recently, she was in a friend's car and took the CRD with her because she had to pick up the child at her mother's house. Ms. Q said it was "very important" for parents to use car seats with their children, but she did not give a reason why. Ms. Q said she has "read some things" about the importance of using car seats with children. She knows that there is a fine for not using a CRD. Ms. Q said all of her friends with young children have car seats. Like Ms. Q none of them want a fine.

Ms. Q thinks that other people get car seats to protect their children. She thinks that they influence themselves to get car seats. Ms. Q thinks that others do not get car seats because they cannot afford them or because they are lazy.

### Loaner Program

Ms. Q likes the loaner program. She thinks that it is particularly helpful if one cannot afford a CRD. She has recommended the program to some of her friends. Ms. Q said that all of her friends would use the program if they could. She stated that "5 or 10 already use it."

Ms. Q said that "no one should be restricted" from using the program. She said that the wealthy can "more likely afford car seats, but a baby is a baby." Ms. Q thinks that it should be strictly up to the people renting as

to how much one should pay for renting a CRD and that the rental fee should be a flat rate. Ms. Q thought that more people would borrow seats if car seats were free than if they had to pay a fee. "No one will pass up something free." Ms. Q thought that those who paid a fee would use their CRDs more than those who obtained them for free. When asked why they would use them more she stated, "it is up to the person." Ms. Q thinks that doctors are the best people to tell new parents about car seats.

#### Child Passenger Protection Law

Ms. Q thinks the child passenger protection law is an excellent law. She and her two children were involved in a car accident. She and her boy were hurt, but her little girl was OK because she was in the CRD. Ms. Q thinks that other states should pass such laws because "more kids are driving" and "more kids are in accidents." This law would help to keep children safe.

#### Government Intervention

Ms. Q could not remember the last time she wore her seat belt. She said it gets in her way and is too time consuming. If the government passed a law requiring people to wear seat belts, Ms. Q said she would "just be made to do it" or else she would "be fined for it" (not wearing a seat belt).

Ms. Q thinks that the government should not ban certain TV programs that are not good for children to watch. She thinks that it is "up to the parents to decide." Ms. Q gave one law that the government should pass in order to improve the health and safety of children. She thinks the speed limit for cars on residential streets should be 15 mph. As far as the health and safety of adults is concerned, she thinks that existing laws need to be enforced more.

#### Related Health and Safety Issues

Ms. Q could not think of any services which the Health Department could offer to new mothers.

Memphis Interview  
Mother: Ms. R  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Low  
CRD Status: Returned

### Background Information

Ms. R is black and has been married for eight years. She has two children. Ms. R completed high school and went on to vocational training school. Presently she works full time while attending school. Ms. R estimated that she visited her doctor more than 16 times before her child was born.

### Child Restraint Device Status and Use

Ms. R obtained her car seat about six weeks after she had her baby. She wanted the CRD from the Health Department because she could not afford one herself, at that time. She kept the CRD for nine months. Ms. R bought a new CRD in November of 1979, a few weeks after she returned the CRD to the Health Department. She bought the new CRD because she knew she needed one.

Ms. R could not remember the brand name of the new CRD she purchased but said it was an approved car seat. Ms. R described her new car seat as having a 5-point safety harness system and a head rest. The CRD is elevated and is a recliner.

Ms. R takes her child to the babysitters everyday, and her other child usually is with her. Her smallest child is always in the CRD and the child "loves it." Ms. R said the child always rides in the CRD even when she is with her husband and other child. The only time the child is not in a CRD is when they ride in someone else's car.

Ms. R thinks that it is important for parents to use car seats "for safety in accidents." She has not heard anything about the importance of using car seats with young children.

Ms. R stated that three of her friends with young children have car seats and use them. They have used theirs everytime she has seen them. Ms. R thinks that other people get car seats to protect their children. She thinks that the law is what influences them to get car seats. She thinks that the reason people do not get car seats is because the Health Department is "booked up" and people cannot afford car seats.

### Loaner Program

Ms. R liked the loaner program and could not think of any changes that needed to be made. She thought that all of her friends would use the loaner program if they did not have the money to buy a CRD themselves.

Ms. R thought that anyone who did not have the money to buy a CRD should be allowed to use the loaner program. She felt that \$5 at the most was what people should pay for a CRD. She thought that possibly this could be done on a weekly basis. Ms. R thought that more people would borrow seats if seats were free than if a rental fee was charged. After they obtained the CRD, whether the CRD was free or rented, Ms. R thought that the same number of people would use them. Ms. R said the best people to tell new parents about car seats are doctors and friends.

#### Child Passenger Protection Law

Ms. R thought the child passenger protection law was a "good idea" because small children could be killed in accidents. She thought that other states should pass such laws. She said "according to the city you go to, you may find more traffic."

#### Government Intervention

Ms. R stated that the last time she wore her seat belt was two or three years ago. She said seat belts were "too much trouble." Ms. R said she would wear her seat belt if the government required her to. She said she would have to "obey the law--I'd just have to wear it."

Ms. R thought that the government should ban some police stories but not cartoons. Ms. R could not think of any laws the government should pass in order to improve the health and safety of adults or children.

#### Related Health and Safety Issues

Ms. R thought that the Health Department should teach new mothers about "smoking, drinking and certain foods."

Memphis Interview  
Mother: Ms. S  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Low  
CRD Status: Returned

### Background Information

Ms. S is black, is single and has one child. She completed high school and two years of college. She lives with her child and works part time. She estimated that she visited her doctor 11 to 15 times prior to delivery.

### Child Restraint Device Status and Use

A couple of months after the child was born, Ms. S knew that she needed a car seat so that she could take her baby to the babysitters before going to work. She went to the Health Department and obtained one. She had the CRD for eight months. When she took that one back, she bought another car seat which is made by General Motors. It is brown leather and has a 5-point harness system. Ms. S bought this one because she knew that she had to have one and for the safety of her child. This new seat is approved, and she has not had any trouble with it. Ms. S said she did not talk to anyone about getting a car seat.

Ms. S uses the car seat when taking the child to and from the babysitters. She does not use the seat for short trips. But when the child is not in the seat, she will usually put the child in the seat belt. Her child is 1 year old. Ms. S said her child "likes the car seat, he likes to ride in the car." Ms. S said she is usually by herself in her car.

Ms. S thinks that it is "real important" for parents to use car seats with their children for the safety of their child. Ms. S said she had seen a pamphlet telling about the importance of using car seats with young children. She said it told of "car accidents and how children do not get hurt as bad if they are in a CRD." Ms. S has three or four friends who have car seats. She did not know how often or when they used their seats. She said they need the seats to take their children to the babysitters before work.

### Loaner Program

Ms. S said she likes the loaner program. She thinks that the Health Department should "make it more known." She has recommended it to her friends. Ms. S said "not too many" of her friends have children. She thought that five or six would use the loaner program if they could. They would use the program so that they would not violate the law and for the safety of their children. She thought that advertising would encourage more people to use the loaner program.

Ms. S thinks that "anyone" should be allowed to use the program. She thought that people should pay a flat rate of \$5 to get a CRD. Ms. S said a "larger majority" would borrow seats if seats were free than if a fee was

charged. She thought that those who paid a fee would use seats more than those who got them for free because they "had a charge on them." Ms. S thinks that "hospitals, past users and those doing the program" are the best people to tell parents about the car seats.

#### Child Passenger Protection Law

Ms. S thinks that the child passenger protection law is a "good law." In an accident, "the child is secure and will not get hurt as bad." Ms. S thinks that other states should pass such laws "for children's safety."

#### Government Intervention

Ms. S said she "does not ever" wear her seat belts; they are not comfortable. Ms. S said it would "be OK" if the government passed a law requiring people to wear seat belts. She said she would wear her seat belt "for the safety."

Ms. S thinks that the government should ban certain TV programs if they are not good for children to watch. She suggested "Police Story, soap operas, shows with sex and mystery stories." Ms. S could not think of any laws which government should pass to improve the health and safety of children. As for adults, she thought the government should do something about fire arms.

#### Related Health and Safety Issues

Ms. S thought that the Health Department should inform mothers about "safety around the house."

Memphis Interview  
Mother: Ms. T  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. T is white, is married and has one child. She lives with her family. She completed the 11th grade. She does not attend school and does not work outside of the home. Ms. T estimated that she visited her doctor more than 16 times prior to delivery.

### Child Restraint Device Status and Use

Ms. T heard about the loaner program from a nurse at the Hollywood Clinic. The same day she went to the Health Department and obtained a CRD. She has had the CRD three months. Ms. T decided to get the seat because her husband had given her a car. She knew that she would be by herself most of the time and could not put the child on the car's seat. She said she got the CRD for the safety of the child. Ms. T has not had any trouble using the CRD.

Ms. T already has a CRD for a toddler. She bought it three years ago at a yard sale. She was pregnant at the time, but lost the child later on.

Ms. T said that her daughter likes the CRD and behaves well. Ms. T usually uses the CRD when she is by herself, which is the majority of the time. She usually does not use the seat when she is with someone else. When she and her husband go somewhere in his truck, she will hold the child.

Ms. T thinks that it is very important for parents to use car seats, especially when they are by themselves. They have no way of restraining children or being able to watch the children. Ms. T has not heard anything about the importance of using car seats with children. Ms. T said that her brother was the only one she knows who has a small child and uses a car seat. She said that he uses his CRD all the time, she but did not know why he used it.

Ms. T thinks that other people get car seats for the safety of their children and because they cannot drive and hold the children. She thinks that people influence themselves to get car seats. Ms. T thinks that some people do not get car seats mainly because they cannot afford them; others do not get car seats because they do not care.

### Loaner Program

Ms. T likes the loaner program and thinks that it should continue. She suggested two changes: (1) the Health Department should get some toddler seats and (2) people should be fined if they do not return the seats. Ms. T has recommended the loaner program to some of her friends. Ms. T said

most of her friends are older and do not have small children. But she thinks that they would use the program because it is cheaper than buying seats and for the safety of their children.

Ms. T thought that those who cannot afford a CRD should be the ones to use the loaner program. Ms. T said she was surprised that the rental fee was so low. She thought that the Health Department would charge about \$10 when she went to get hers. She thinks that the Health Department should charge at least \$5 and possibly charge up to \$10 or \$20. She thought that on a low rental fee, the Health Department could charge by the month. However, she also added that, if charges were on a monthly basis, people should go ahead and buy a CRD on their own. This way, they are putting the money toward their own CRD instead of renting.

Ms. T said, if people could not afford car seats, they would rent them from the Health Department rather than obtain them for free. Ms. T said more people would use car seats if they could get them free than if they had to rent. Ms. T thought that the hospital was the best place to tell people about car seats.

#### Child Passenger Protection Law

Ms. T thinks that the child passenger protection law is a "good law." She did say that she thought the new car seats did not look as safe as older models. She thinks that other states should pass similar laws. She thinks that children "should have a restraint device on, especially if no one else is present."

#### Government Intervention

Ms. T does not wear her seat belt at all. Ms. T thinks that the government cannot pass a law requiring people to wear seat belts because the government cannot enforce it. She stated, "they cannot peek in to see." Ms. T said she would not wear her seat belt unless she "got enough tickets."

Ms. T does not think that the government should ban certain TV shows if they are not good for children to watch. She thinks that children see "no more than is seen on the outside." Ms. T could not think of any laws which government should pass to improve the health and safety of children or adults.

#### Related Health and Safety Issues

Ms. T said the Health Department should encourage more new parents to use the loaner program.

Memphis Interview  
Mother: Ms. U  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Returned

### Background Information

Ms. U is single, is black and has one child. She and her son live with relatives. Ms. U completed high school and has two years of college work. Presently she is attending school. Ms. U does not work outside of the home. She estimated that she visited her doctor more than 16 times prior to delivery.

### Child Restraint Device Status and Use

Ms. U was given a Bobby Mac for a baby gift. She said the Bobby Mac was too big for her child so she decided to get a CRD from the Health Department. Ms. U had the CRD for eight months. She returned it in August and has been using the Bobby Mac since then. Ms. U said she got her CRD when they were first starting the program. Ms. U said she has not had any trouble with either of the seats.

Ms. U said her child likes the car seat because he can see out the window when they go places. Everytime they go somewhere, he is in the seat. She said he climbs in the seat himself no matter who may be in the car.

Ms. U thinks that it is important for parents to use car seats with children, especially if only one parent is present. A seat is needed to keep the child from getting out the door and to relieve the parent of having to hang on to the child.

Ms. U said she has not heard anything about the importance of using car seats. Ms. U said that all her friends who drive have car seats. She said they use the seats most of the time to keep the children "from running around the car." However, she said many of her friends do not use car seats for short trips because it is "too much hassle in putting children in and taking them out a few minutes later."

Ms. U said people get car seats to "protect their children." She thinks that children influence parents to get car seats in order "to keep them settled." She thinks that other people do not get car seats because they "probably never had a chance to see how convenient they are."

### Loaner Program

Ms. U likes the loaner program and has recommended it to her friends. She could not think of any changes which should be made. Ms. U thought that all of her friends would use the loaner program if they could. She said their reasoning would be to "keep the children down" and they were "good seats." To encourage more people, Ms. U said the Health Department should "have the seats when someone is ready."

Ms. U thought that anyone should be allowed to use the loaner program. Ms. U thought that people should rent the seats for "\$3 to \$5 but no more than \$5." If it were done on a monthly basis at \$3, people could buy CRDs for what it costs to rent. She suggested "maybe \$1 a month." Ms. U thought that "many more people would borrow seats if they were free than if they were rented. She said "about the same" number of people would use seats whether they were free or rented; it "does not make any difference." Ms. U thought that friends and the police department were the best people to tell where to get car seats.

#### Child Passenger Protection Law

Ms. U said the child passenger protection law was "good and bad." In case of an emergency a seat belt is not always good. But she did say the law should have been passed. Ms. U thought that other states should pass such a law because of the "way others drive." She said "if you have ever been to California or Chicago, then you know why it should be passed."

#### Government Intervention

Ms. U said she never wears her seat belt. When the buzzer sounded she would wear her seat belt. Then she learned how to disconnect the buzzer. She does not wear the seat belt any more. She does not like the seat belt because it is too confining. When asked her opinion on whether the government should pass a law requiring people to wear seat belts, Ms. U replied that "in an emergency it is not always good." She said she would not wear her seat belt if she could "find a way around it."

Ms. U thinks that "most" of the TV programs on television "are pretty good." She said some cops and robbers programs might be taken off. Ms. U could not think of any laws the government should pass to improve the health and safety of children. As far as adults are concerned she thought that they should be screened after age 70 in order to drive.

#### Related Health and Safety Issues

Ms. U said a service the Health Department could improve on is the loaner program. She said there should be more car seats for infants and toddlers.

Memphis Interview  
Mother: Ms. V  
Group: Borrow  
Use: Nonuser  
Interview Method: Phone  
SES: Low  
CRD Status: Returned

### Background Information

Ms. V is black, single and a senior in high school. After high school she plans to attend training school. She does not work outside of the home. Presently she is living with her parents. This is her first child. The child is a boy and is 1 year old. Ms. V estimated that she visited the doctor more than 16 times prior to delivery.

### Child Restraint Device Status and Use

Ms. V has returned her CRD to the Health Department. She had the CRD for nine months. She does not have a CRD now. She has been without one for three months but does intend to buy one when she can save enough money.

Ms. V received a letter in the mail from the Health Department telling her of the loaner program. She went to the Health Department and obtained one from a man who explained the program thoroughly. Ms. V said she would make the same decision again.

When Ms. V had a car seat she used it most of the time on long and short trips. The times she did not use it was when there were a lot of people in the car. Now, when Ms. V takes her child someplace, he sits in her lap while she drives. Ms. V thinks that it is important for parents to use car seats with children so that the children will not get in the way and for the children's safety.

Ms. V said she has not heard anything about the importance of using car seats with children. Ms. V has one friend who has a car seat. This friend uses her CRD all the time. Ms. V thinks that other people get car seats because everyone else gets them. She thinks that friends influence people to get car seats. Her reasons why others do not get car seats are that some people may think that car seats are a waste of money and that other people cannot afford car seats.

Ms. V liked the loaner program and could not think of any changes which needed to be made. Ms. V thinks that all of her friends would use the loaner program if they could. She thought that they would because the loaner program is cheaper than buying a CRD. She thinks that people on welfare should be the ones to use the loaner program. She estimated that \$6 to \$10 is what people can afford to pay. This might be charged on a monthly basis.

Ms. V thinks that the same number of people would borrow car seats whether they were free or rented. She does think that those who paid a fee

would use them more than those who borrowed for free. Ms. V thinks that the best people to tell new parents about car seats are doctors, policemen and the Health Department.

#### Child Passenger Protection Law

Ms. V thinks that the child passenger protection law is a good law but that it needs to be enforced more. She thinks that other states should pass such laws for the safety of children.

#### Government Intervention

Ms. V cannot remember the last time she wore her seat belt. She does not wear her seat belt because of neglect and because it is too much trouble to get in and out of seat belts.

Ms. V thinks that it would be a good idea for the government to pass a law requiring people to wear seat belts. She would wear hers if such a law were passed.

Ms. V does not think that the government should ban certain TV programs if they are not good for children to watch. She could not think of any laws that should be passed to improve the health and safety of children or adults.

#### Related Health and Safety Issues

Ms. V thought that the Health Department should publicize the loaner program more.

Memphis Interview  
Mother: Ms. W  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Low  
CRD Status: Returned

### Background Information

Ms. W is black, is married and has one child with one on the way. Ms. W completed high school and attended college for 1½ years. She does not attend school now and does not work outside the home. Ms. W estimated that she visited her doctor more than 16 times prior to delivery.

### Child Restraint Device Status and Use

Ms. W heard about the loaner program from a friend. Her friend gave her the phone number for the Health Department and she called. Her husband went to get the seat when the child was two months old. Ms. W returned the seat and now has a Strolee that her father bought them. She has had this one for six months. Ms. W said the Strolee was strong and was adjustable four different ways. Ms. W said she wanted a CRD because she believes strongly in safety.

Ms. W said she uses her CRD most of the time. Times when she does not use it are when she goes on short trips. Ms. W said her child does not like the CRD. Ms. W does not have a high chair so she uses the CRD in the house when she feeds her child.

Ms. W feels that it is "very important" for parents to use car seats with their children for the safety of children. Ms. W said she has heard about the importance of using car seats from TV, from people and from school. She stated that most of her friends with young children have car seats. She had no idea of how often, when or why they use their CRDs.

Ms. W thinks that people obtain and use car seats for the safety of their children. She thinks that advertising and television influence people to get car seats. She said that other people do not get car seats because they "do not realize the importance" of using them. Ms. W thinks that people do not use car seats because they get too busy and there is no time to strap the children in. Also, they may be going to stores just a short distance away; therefore, there is no need to strap the children in.

### Loaner Program

Ms. W thinks that the loaner program is a good idea. She suggested two changes. One is that the Health Department get seats for the toddlers. Also, she said that some of the infant seats are not very comfortable for the babies when they are older.

Ms. W said almost all of her friends would use the loaner program if they knew. She said their reason would be for the safety of their children. Ms. W thought that a few of her friends with young children would not use

the loaner program. She thought that possibly they did not understand the importance of using car seats. She said more advertising would encourage more people to use the loaner program.

Ms. W thinks that anyone should be allowed to use the loaner program. She thought that people could afford to pay \$5 to rent a seat. She said that what the Health Department charges now is fine but that the price may have to go up. In borrowing the seats, she said it would not make any difference if seats were free or rented just as long as the price was not too high. She said the same number of people would use seats no matter if seats were free or rented. Ms. W thinks that the best people to tell parents about where to get car seats are pediatricians, Health Departments and clinic nurses.

#### Child Passenger Protection Law

Ms. W thinks that the child passenger protection law is a good law. It helps to protect children in accidents. She thinks that other states should pass such laws for the safety of children.

#### Government Intervention

Ms. W does not wear her seat belt because they have been removed from the car. Ms. W said "it can be good and bad" if the government passed a law requiring people to wear seat belts. She said she would wear hers if such a law was passed.

Ms. W said the government should ban certain television programs which are not good for children to watch. She suggested Kojak, police stories and shows with a lot of violence. Ms. W could not think of any laws which should be passed to protect the health and safety of children or adults.

#### Related Health and Safety Issues

Ms. W thinks that the Health Department does not fully explain things to new mothers. The Health Department should give out pamphlets on how babies should eat. The Health Department also should teach new mothers about nutrition.

Memphis Interview  
Mother: Ms. X  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Returned

### Background Information

Ms. X is a college graduate of Memphis State University who currently is staying home keeping three children--one preschooler and young twins approximately 16 months of age. She had been working full time up until a couple of months ago. But spends her time staying home. The house, though small, was very comfortable: plush shag carpet, fully-equipped kitchen, high quality sound equipment; tape player recorders, color TV, etc. She reflected a very conscientious attitude toward her beliefs in child rearing and health and safety.

### Child Restraint Device Status and Use

This parent heard of the loaner program through a sister-in-law, who was working for the Health Department. Once the twins were born she quickly obtained CRDs for both children. Over the year she has kept them, no problems were reported. She did go out to buy seat covers from a local department store in order to make clean ups a bit more convenient, a change she claimed did not change the safety aspect.

Once the twins became too large for the infant seats, she began a search for new seats. After looking in magazines and stores, she decided on one brand which she felt to be the most useful--one which could fit on either side of the back seat. They decided on Teddy Bear seats (not federally approved) and paid \$20 for each seat.

At the time of the interview, she reported using the seats at all times for she "couldn't manage in the car without them." Although the children fussed over having to be restrained around 6 to 9 months of age, they seemed to have settled now in the routine of their car ride. This parent seemed to be very aware of the dangers of driving unrestrained. She commented that a car seat is important not only for the safety of the child but also for the peace of mind of the driver. In her experience, she had several times experienced "close calls" wherein the brakes were applied suddenly and firmly-- and reported that at each time the children remained restrained. All of her friends have and use car seats--most have used the loaner program as well.

Ms. X seemed to give due credit to the law in terms of influencing people to obtain CRDs, yet she believed most parents influence themselves, particularly when they have to hold a child. Money might be an issue to other people in getting CRDs as \$30 per seat is "too high" for most people to consider.

### Loaner Program

Ms. X did not have any further recommendations for the loaner program. At the present time, Ms. X knows of three other people who are using the loaner program because it saves money. Currently, Ms. X does not know of anyone who refuses to use the service (though they might qualify) but reasoned that those who do, do so out of negligence.

Ms. X suggested that this program be available for anyone who requested a need for a CRD, regardless of incomes available. Likewise, she believed that people could afford up to \$10 for the nine month period. She believed that \$3 was "no big deal" to pay and for all intent and purposes was free. She would consider anything over \$10 to be too high for people could go out and buy a CRD on their own. She could see differences in the use of CRDs in terms of obtaining the seat free vs. paying rent. She thought that each case would be individual and always left up to the discretion of the driver.

Ms. X suggested publicizing this service through pre-natal books and through pamphlets given out to mothers visiting the clinic.

### Child Passenger Protection Law

Ms. X first heard of the importance of CRDs in an infant care magazine. She relayed the information that her oldest child had used a seat until recently. The law was deemed as good in preventing injury to young children and, in her opinion, worthwhile enough to pass in other states as well.

### Government Intervention

Ms. X was negligent in wearing her own seat belt. The last time she recalled wearing her belt was on ice/snow conditions. She explained that, when driving the family truck (a big pick up), one infant seat remained on the floor while the other was placed next to her and held down on the seat (which sounds as though no seat belts are used). She admitted that she would wear her seat belt if the government passed a law requiring its usage because, if caught, she would not want to pay the fines; however, she would be against such a law.

In Ms. X's opinion, cartoons should be taken off the air because the violence is not real (yet children believe it is real). Wrestling, too, should be banned. The government should intervene in other areas as well such as banning cigarettes and whiskey altogether. Because both are such health hazards they should be greatly inflated in price if they cannot be banned altogether. This in her opinion would cut out juveniles usage of it as well.

### Other Issues

She complained that the milk program was "discriminatory." in not verifying incomes and in turning down people frequently who expressed a need for it. (My best guess is that she was refused because her income seemed high.)

While she spoke of being all for safety, there were quite a few inconsistencies, i.e., toddler seats unapproved, lack of seat belt usage, gross misuse of CRD when driving in truck, which leads this interviewer to question how many of her responses were truly genuine.

Memphis Interview  
Father: Mr. Y  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Upper Lower  
CRD Status: Returned

### Background Information

Mr. and Ms. Y are black, are married, and have two boys; one is 8, the other is 1 year old. Mr. and Ms. Y work full time. He works during the day, while his wife works an evening shift. Mr. Y completed high school. His wife went to Draughn Southern Business School after finishing high school. At the present time, neither one are attending school.

Mr. Y estimated that his wife visited her doctor between 11 and 15 times prior to delivery. They have returned the CRD to the Health Department and have already purchased another one. Mr. Y stated that he "bought the CRD by all the standards."

### Child Restraint Device Status and Use

About three months after their child was born, Mr. Y and his brother-in-law, who also had a small child, decided that they would both purchase CRDs. Around this time, Ms. Y heard of the loaner program and prompted her husband to obtain a CRD from the Health Department. Mr. and Ms. Y had the CRD seven months.

Mr. Y returned the CRD in February and bought a new one around the last of February or the first of March. The new CRD was made by General Motors. It is a five-point harness seat with head rest, and the CRD is elevated. The main reason that he got this one is because he has bucket seats.

The main factor in getting the CRD from the Health Department was because of the law. When asked if he would make the same decision again, Mr. Y said he would but that this time it would not be because of the law but for the safety of his child. He bought another car seat mainly for the safety of his child but also because "it is hard to drive with the child on the car seat. With a CRD it is easier, you just strap him in and go."

Mr. Y said the child likes the CRD; he likes to look out the window. His child is in the seat the majority of the time. The times when the child is usually not in the seat is when someone else is in the car. Sometimes when they go to his mother's house, his wife will hold the baby.

Mr. Y felt that it was very important for parents to use car seats with their children. The law it made "people realize they needed a CRD; without it someone could get killed." His wife had a friend who was in an accident, and a CRD kept the child from getting hurt.

Two of Mr. Y's friends have car seats. Mr. Y stated that "they use theirs all the time, more than I do, even on short trips." When asked why

he thinks they use their CRD, he said it was for the law's sake. Why he thought other people get car seats, he replied, "some for safety, others for the law." He felt that the law was the main influence on people who get car seats. His reason for why people do not get car seats was because of the financial aspect. But with the loaner program, he does not know why any one should not have one.

### Loaner Program

Mr. Y liked the loaner program and felt that it should be "done by any corporation that cares." Mr. Y said that all of his friends would use the loaner program if they had small children. This way "they can use one when the child is small and then buy one when the child is larger. Why should they have two seats?"

Mr. Y had no ideas on how to encourage more people to use car seats. He did think that talking would not encourage people to use car seats. Mr. Y felt that, if someone takes the time to go to the Health Department to get a CRD, that person should receive one, even if that person can afford three or four car seats.

Mr. Y said that \$3 is enough to pay if the CRD has to be returned. He also stated that the Health Department might put a damage deposit on the CRD. If the CRD is returned in good shape, the deposit should be refunded. Mr. Y thought that with the fee people are paying now, it would not make any difference whether car seats were free or not.

When asked if more people would borrow seats if car seats were free than if they had to pay a fee, Mr. Y said "no, not at the rate they are paying now." But if the fee was substantially higher, people would try to get them for free. When asked who would use them more, those that paid a fee or those that borrowed for free, Mr. Y said "free or not, it would not make a difference."

Mr. Y thinks that parents listen more to hospitals and doctors; therefore, hospitals and doctors are the best ones to tell new parents about car seats.

### Child Passenger Protection Law

Mr. Y thought that the child passenger protection law was a good law because "the law is trying to protect people's children." He thinks that "parents will not get seats on their own, therefore, someone needs to tell them." He thinks that other states should pass such laws. He asked, "how are out-of-town people supposed to know their child has to be restrained?"

### Government Intervention

Mr. Y wears his seat belt about one-fourth of the time that he is in his car, and usually it is when his family is with him. Mr. Y does not think that the government should pass a law requiring people to wear their seat belts; but should such a law be passed, he would wear his.

As far as the government banning certain TV shows, he thinks that none should be banned. Mr. Y could not think of any laws that the government should pass to improve the health and safety of young children. But where adults are concerned, he thought that the clinics should give free physical examinations to people who cannot afford them.

Health and Safety: Government Intervention

Mr. Y thought that one service the Health Department could offer was some type of schooling to first-time parents. Neither he nor his wife really knew what to do when their first child came. He also thinks that the Health Department should help with medication for children.

Memphis Interview  
Mother: Ms. Z  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Middle  
CRD Status: Returned

### Background Information

Ms. Z is black and has been married for 17 years. She has five children, three of which are triplets. Ms. Z completed high school and had two years of college at Memphis State University, but has no degree. Ms. Z works full time and lives with her family. She estimated that she visited her doctor more than 16 times prior to delivery.

### Child Restraint Device Status and Use

Ms. Z said she heard about the loaner program over the radio. They gave the phone number and she called. Mrs. Kilgore explained the program to her. Ms. Z had the car seats for 11 months. She said her main reason for getting them was for the safety of her children. Also, she had no other way to carry them. Her children were two months old when she got the seats.

Ms. Z bought three seats when the triplets were 9 or 10 months old. She knew that she needed new ones for the safety of her children. She said she can drive more at ease knowing her children are in the seats. She puts her three children in the back seat. Her new seats have a three-point safety harness system. She could not remember the brand name but knew they were approved. She has not had any trouble with the seats, but with "certain clothes it makes them stuffed." Ms. Z said she uses the seats most of the time, especially when she is by herself. She did say that on short trips such as going to church and to her mother-in-law's who is up the street. She will not use the seats if her husband and other two children are with her.

Ms. Z thinks that it is "very, very important" for parents to use car seats with children. Ms. Z saw a program on TV which told of the importance of using seats and how to use them. Ms. Z also heard announcements on the radio when it was child safety week.

Ms. Z said all of her friends except one had and used car seats. The exception had a seat, but the child would not stay in it. Ms. Z said that her friends use their car seats most of the time for the safety of the children. She thought that they might not use the car seats on short trips. Their reasoning would be, "what could happen in a short time?"

Ms. Z thinks that people get car seats for the safety of their children and because of the law so they will not get fined. Ms. Z thinks that newspapers, radio and television influence people to get car seats. Ms. Z gave several reasons why some people do not get car seats. "They keep putting it off. They think they cannot afford it." They think, "I can hold them better than putting them in the seat." Also, she thought that some people

worshipped their cars more than their children. "People are afraid the car seat will put a hole in the seat."

#### Loaner Program

Ms. Z thought that the loaner program was "great, it's beautiful." She said it had no faults and she has recommended it to her friends. Ms. Z said all of her friends with young children would use the loaner program if they could for the safety of their children.

Ms. Z said that those who cannot afford car seats or who are on welfare should be allowed to use the loaner program. Ms. Z said she and her husband had good salaries, but with triplets they cannot afford five car seats. Ms. Z thought the amount people pay to rent car seats should be "based on the income of the individual. Some can pay by the month better than by the week or year." Ms. Z thought that many more people would borrow car seats if the car seats were free than if the car seats were rented. She thought that more people would use the car seats if they paid a fee than if the car seats were free. Ms. Z said the "hospital is the best place" to tell new parents about the car seats.

#### Child Passenger Protection Law

Ms. Z thinks that the child passenger protection law is the "best thing that could have happened." She said it should have happened years ago. She stated, "I wish they could really enforce it." Ms. Z thinks that all states should pass such laws. "What is good for me is good for other people."

#### Government Intervention

Ms. Z is leery of seat belts. She had a friend who had a wreck and could not get out. She buckles her children in so they are secure. She said her husband is very strict about wearing his seat belt. Ms. Z thought it would be "unfair" if the government passed a law requiring people to wear seat belts. She has "hang ups" about wearing hers. She said they "serve their purpose good enough," but she is afraid she "could not get out." If a law was passed, she would wear her seat belt, but she "would not like it."

Ms. Z thinks that the government should ban certain TV programs that are not good for children to watch because they are "too rough." In order to improve the health and safety of young children, Ms. Z thinks that the government should give the safety patrol lady more control over cars in order to stop them when they go fast. Also, the patrol lady should have more authority in the neighborhood with the children. As for adults, Ms. Z said a law should be passed so that cars do not take off when the light changes and a pedestrian is in the crosswalk. She saw an elderly man run down once. Ms. Z said there is "no courtesy in Tennessee."

#### Related Health and Safety Issues

Ms. Z could not think of any services which Health Department could offer to new mothers.

Memphis Interview  
Mother: Ms. AA  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Middle  
CRD Status: Present

### Background Information

Ms. AA is black and is in her second marriage. She has three children, a 10-year-old daughter and twins. She has a bachelor's degree in elementary education. She works full time and lives with her immediate family. She estimated that she visited her doctor more than 16 times prior to delivery.

### Child Restraint Device Status and Use

Ms. AA was informed about the loaner program by her niece. Ms. AA said she did not think of car seats until the law was passed. She decided to get the seats because of the law. She has had the seats seven months. She said she would make the same decision again.

Ms. AA has not had any problems with the seats. She did say the seats were very heavy. She has to carry them up and down the stairs. She will not leave them in the car because she "does not want anyone to take them." Ms. AA does plan to get two seats when the twins grow out of these. She wants to get them from a "twins club." She wants sturdy, heavy duty seats because her children tear up things. She said she may get them from Goldsmiths. She plans to get them because of the law. Ms. AA has talked to coworkers who use car seats.

Ms. AA said that the twins ride in the car seats most of the time. She said one is always in the seat but someone else may be holding the other one, such as her daughter. Because there are two children, there is no other place to put them. Ms. AA said the twins behave "good" when they are in the seats. They also sit in them in the house. Ms. AA thinks that it is important for parents to use car seats. If she should hit her brakes, the seats keep the children from hitting the windshield. Ms. AA has heard announcements on radio and TV about using car seats with children. She said she is scared not to have car seats because of the law.

Ms. AA said all of her friends and coworkers with young children have car seats. She thought that they would not use them on short trips, but she really did not know when they used them. She thought that they might not use car seats when they are "in a hurry, do not think they would have an accident or do not have the time to put them on."

Ms. AA thinks that people get car seats because of the law. She thinks that the reason people use car seats after they get the seats is to get their money's worth and for the safety of their children. She thinks that "a lot of people would not get them if not for the law." Ms. AA thinks that other people do not get car seats because they cannot afford them. She

thinks that they do not use them because they are in a hurry or because they do not think they will have an accident.

### Loaner Program

Ms. AA thinks that the loaner program is a "good" program. She says it is "just like any other program, people do not take advantage of it." One change which she thought should be made is to get more car seats. Ms. AA said she has recommended the program to her friends. Ms. AA thought that the majority of her friends with small children would use the program if they could because of the law and for the safety of their children. Ms. AA said some people would not use the program because they do not want "charity." She thought that more advertising, neighborhood speakers and the showing of films would encourage more people to use the loaner program.

Ms. AA said "if possible, anyone should be allowed to use the program, if limited, only low income." Ms. AA was surprised to get the seats for \$3. She thought it should be \$2 or \$3 a month. Ms. AA said that more people would borrow the seats if seats were free than if they had to rent the seats. She said everything is so expensive, people would get them if they were free.

Ms. AA said people who rented would use car seats more than if car seats were free. People would appreciate car seats more if they paid for them; people would want their money's worth. Ms. AA thought that case workers, hospitals and teachers were the best people to tell parents about car seats.

### Child Passenger Protection Law

Ms. AA thought that the child passenger protection law has its advantages and disadvantages. A disadvantage is the hassle of getting the child in and out of the seat. An advantage would be in a collision, the child would be protected. Ms. AA thought that other states should pass such laws. More people have cars, therefore, there would be more accidents. Also, drivers in the north are "bad."

### Government Intervention

Ms. AA said the last time that she wore her seat belt was when she was pregnant. She estimated that she wears her seat belt one-fourth of the time. She does not wear it because she is in a hurry or lazy. Ms. AA does not think that the government should pass a law requiring people to wear seat belts. It can be a disadvantage and an advantage. She said she would wear her seat belt if a law was passed because she would uphold the law.

Ms. AA did not think the government should ban certain TV programs that are not good for children to watch. "Those they should not watch come on after their bedtime." Ms. AA could not think of any laws which should be passed to improve the health and safety of children or adults.

### Related Health and Safety Issues

Ms. AA thought that the Health Department should tell mothers how important shots are for their children. Also, the Health Department should inform new mothers about the feeding of children.

Memphis Interview  
Mother: Ms. BB  
Group: Borrow  
Use: Nonuser  
Interview Method: Phone  
SES: Low  
CRD Status: Returned

### Background Information

Ms. BB is black, is divorced and lives with her four children. She completed high school and has a full-time job. Ms. BB estimated she visited her doctor 11 to 15 times before she had her baby.

### Child Restraint Device Status and Use

Ms. BB found out about the loaner program from an article that was published in the newspaper. She went to the Health Department where Brenda Kilgore explained the program to her. Ms. BB said she wanted the CRD because she "knew how helpful it could be" when in the car. She had the CRD ten months and has been without one for seven months. Ms. BB said she used the CRD in the car as well as in the house. Ms. BB said she did not get another CRD because the Health Department did not have any car seats for the toddlers. Ms. BB does not plan to get a CRD unless she buys a car. At the present time, she holds her baby when riding in a car.

Ms. BB thinks that it is very important for parents to use car seats because car seats could "help save a life and because it is hard to drive and hold a baby." Ms. BB said that sometimes on TV she hears things about the importance of using car seats with children. None of the friends of Ms. BB have car seats because all of their children are older.

Ms. BB thinks that other people get car seats in order to protect their children. She thinks that friends influence people to get car seats. Ms. BB said that some people do not get car seats because they have to buy them. People "say they cannot afford car seats." Ms. BB also thinks that some people "just do not care."

### Loaner Program

Ms. BB likes the loaner program and did not think that any changes should be made. Ms. BB thought that some of her friends with children would use the loaner program if they could, but her friends do not have cars.

Ms. BB said those who "are not able to buy car seats" should be allowed to use the loaner program. Ms. BB thought that the fee should be between \$3 and \$5. This should be a flat rate because more people would borrow the car seats. Ms. BB thought that a larger majority of people would borrow seats if the seats were free than if they had to rent the seats because this is "something free." Ms. BB thought that people who paid would use car seats more than people who obtained car seats for free. Ms. BB said that the clinic is the best place to tell people about car seats.

### Child Passenger Protection Law

Ms. BB thinks that the child passenger protection law is a "good law." She thinks that other states should pass such laws because without car seats it is "dangerous and could kill someone or others."

### Government Intervention

Ms. BB said she always wears her seat belt when in someone else's car. Ms. BB said that, if the government passed a law requiring people to wear seat belts, it would be good and bad, but she would wear hers.

Ms. BB thinks that the government should ban certain TV programs that are not good for children to watch. She thinks that police stories "give ideas to children." Also, programs with foul language should be banned.

Ms. BB thinks the government should do something so that hospitals will not make people wait when a child is brought in sick and/or with a high temperature. As for the government passing laws to improve the health and safety of adults, Ms. BB thinks that the government should control drinking and smoking. Also, people should not drink and drive. Ms. BB said she is scared "so bad" that she "does not feel right until in the house."

### Related Health and Safety Issues

Ms. BB thinks that the Health Department should inform new mothers about keeping things, such as irons, away from children.

Memphis Interview  
Mother: Ms. CC  
Group: Borrow  
Use: Partial User  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. CC lived in a low income black neighborhood apartment. She is the mother of four children, the two youngest being twins (and using the loaner program). The other children were estimated to be 3 and 5. Ms. CC is presently at home full time, married and living with her husband. She received a high school education from a local inner city school. Ms. CC saw a doctor more than 16 times when pregnant with the twins.

### Child Restraint Device Status and Use

No trouble was reported in using the CRDs. Ms. CC planned to get toddler seats too but found it to be impossible due to funds. She claimed the seats were used "all the time". However, in explaining her family riding patterns (in a half-ton truck), it seemed one seat was strapped in while the other was placed on the floorboard. The older children rode unrestrained. Obviously the seats could not be used all the time.

Ms. CC first heard of the loaner program through a letter received in the mail. After obtaining the CRDs, she told a couple of her friends about the service; they refused to do anything about it.

Ms. CC considered that safety was the motivating factor for people obtaining and using car seats. Money (lack of it) was reported to be the greatest inhibitor in their use. No reason was recalled as to why some persons buy seats yet refused to use them. Toddler seats were out of the question for her family unless they could be provided through the loaner program.

### Loaner Program

Ms. CC reported her friends preferring to use a nonapproved infant carrier--one which could rest on the seat. Even if the friends could use the loaner program, she said they would not do so because they prefer the "baby chair." When pressed for ways on how to encourage these people, she suggested sending Health Department officials out to homes to "tell them how convenient it is." She contended that having to go in and pick up the chair was a hassle.

All those in need who want a loaner chair should be allowed to obtain one. Leaving the rental fee at \$3 seemed reasonable as well. She agreed to and supported the notion of offering the seats for free and fully believed that seats would be used more under this condition.

### Child Passenger Protection Law

Ms. CC supported the law in Tennessee and believed that similar laws should be passed in other states as well. The motivation behind this was the reduction of accidents. Knowledge of the law was first obtained through TV programming. She suggested that more information be given through media to public.

### Government Intervention

Ms. CC reported wearing her seat belt on most occasions. She liked wearing it once she became used to it. Yet, in her opinion, passing a government law regulating the use of seat belts seemed to be an infringement on rights. In her estimation, people "should have their own say so if they want to wear it or not."

The government should regulate TV programs if they are not in the best interest of children. Cartoons were deemed as appropriate, yet other more violent shows (i.e., Kojak) were considered harmful.

She felt strongly that a law should be passed which would provide the Health Department with money to provide a toddler CRD program. No response was forthcoming regarding health/safety of adults.

### Related Health and Safety Issues

Ms. CC suggested having CRDs delivered to all individual's homes in order to eliminate the inconvenience posed in making the trips to town to pick them up.

Memphis Interview  
Mother/Father: Mr. and Ms. DD  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

This married couple, white, living in a small apartment with three children, talked to this interviewer together. Therefore, the answers presented reflect an input from both of them. They both have high school educations. The mother is currently at home full time. Their children, ages 7 years, 5 years and 6 months, have all had car seats. Not only do they have an approved seat for their child, they already have another Toddler chair in layaway at a local discount store. Ms. DD saw a doctor 11 to 15 times with her last child at the local clinic.

### Child Restraint Device Status and Use

Trouble reported with the infant seat is that it is already too small for their 6 month old child. Otherwise, it has been a needed help to them. They reported taking two long trips within the last year in which the child "rode beautifully." They plan to get a new seat within the next month or so.

The seat is currently reported to be used daily. The only time it is not in use is when changing diapers on long trips. They were looking for car seats before this last child was born and heard of the loaner program through a friend. The new chair in layaway is called a Kantwet and will be put into either a '69 Rambler or a '72 Chevy.

She believes parents influence themselves to get the seats, especially if they witness passing cars having children "out and about the car." Reasons for not getting car seats is "ignorance" plus the belief that, in the event of a wreck, the strapped child would fare worse in an instance when the car was upside down or submerged in water. Other parents simply cannot afford to buy seats and are not willing to put up with the cumbersomeness of them.

These parents stated safety as the primary reason others use car seats. They report using the seat at all times the child is in a moving car--"even to a block away."

### Loaner Program

This couple likes the program and would recommend it to their friends; however, they claim they do not know people with young children. It was stated that an infant seat is a high expense, particularly when its usage is

limited. They were in favor of allowing anyone to use the loaner program and believed that the state should offer it to all. Three dollars rent seemed to be a reasonable charge for "anyone could afford \$3 a year."

They did not believe that more people would borrow the CRDs for free than for \$3 a year because \$3 was low enough--almost free. However, more people might use the seats more if a fees were paid because, if seats were free, people "wouldn't worry about the seat as much."

#### Child Passenger Protection Law

On the whole this couple expressed favor for the law and believe it should be stressed more. Likewise other states should adopt similar laws and enforce them for safety reasons.

#### Government Intervention

When asked about their seat belt habits, both replied that they do not wear them. The belts are broken in the Rambler. In the Chevy they have no excuse. They proceeded with a what if question ". . . a car caught fire and a person was buckled in--perhaps he would live if . . ."

Both were against banning TV shows as the decision should rest with the parents. In their own household, they explain reality/fantasy in shows to their children. In their opinion, children pick up a great deal regardless of whether or not it is portrayed on TV, at school or on the street.

To improve health and safety of children, the government should require corporal punishment to be used at school as "children these days need it." For adults they expressed a desire to have better facilities for the elderly. They view geriatric people as having a difficult time in not being able to afford services and, consequently, in having to do without.

#### Related Health and Safety Issues

Both believed that the Health Department should set up a Mobile Clinic in which its services could be rendered at various locales throughout the city. Ms. DD explained that one was in service in the past year which helped save time/money in acquiring basic medical care. However, she noted that in the long run it remains cheaper to drive in town to the clinic rather than to seek out a private doctor.

Memphis Interview  
Mother: Ms. EE  
Group: Borrow  
Use: User  
Interview Method: Phone  
SES: Low  
CRD Status: Returned

### Background Information

Ms. EE is black, has been married four years and has two girls. She lives with her immediate family and works part time. She completed high school and has two and one-half years on the college level. Ms. EE estimated she visited her doctor more than 16 times before the delivery of her child.

### Child Restraint Device Status and Use

Ms. EE heard about the loaner program from a woman who was in the doctor's office at the same time she was. Ms. EE obtained the CRD when her child was 2 months old and she kept it for ten months. She was glad to get the CRD because she could not afford one at the time. When her child grew out of the GM Infant Love Seat, Ms. EE knew that she needed another one. She now has a CRD that she borrowed from a friend until she can purchase one. The one she has now is a 1974 Strolee which she said is too bulky.

Ms. EE said her daughter likes the CRD and has grown accustomed to it. Ms. EE said her daughter behaves well when in the seat. She can see what is going on outside of the car. Ms. EE said the only time that her child was not in the CRD was when she was a newborn because she did not have a CRD then.

Ms. EE thinks it is very important to use car seats because CRDs "can save a child from being hurt real bad." The only thing tht Ms. EE has seen concerning the importance of using car seats is a brochure which the Health Department gave her.

Ms. EE said all of her friends with young children have car seats and use them all the time. Her reasoning for why they used car seats was for the safety of their children. She thinks that other people get car seats for the same reason she does, for the children's safety. Ms. EE thinks that others do not get car seats because they cannot afford car seats or because they "just don't care."

### Loaner Program

Ms. EE likes the loaner program and has recommended it to her friends. She did ask if the Health Department was going to get any seats for toddlers.

Ms. EE thought that all of her friends with young children would use the loaner program if they did not already have CRDs. She thought that their reason for obtaining car seats would be for the safety of their children. Ms. EE thought that none of her friends would use the loaner program if they could afford car seats themselves.

Ms. EE thought that "only those in the low income bracket should be allowed to use the loaner program." Ms. EE gave two suggestions for the amount of money people should pay for car seats. They could pay a flat rate of \$5 or the amount could vary according to their income. Ms. EE said a lot more people would borrow seats if seats were free than if they paid a rental fee. "Some people," she said, "just don't care." Ms. EE said those who paid a rental fee would use car seats more than those who got them for free. Her reasoning was "if they didn't mind spending money, they must have money. If they didn't have to pay, what the heck!" Ms. EE thinks that pediatricians are the best people to tell new parents about car seats. She thinks they need to advertise more.

#### Child Passenger Protection Law

Ms. EE strongly feels the child passenger protection law is a very good law. Her first daughter used a car seat. Ms. EE thinks that other states should pass such laws because they are "healthy." These laws would help to save a child's life.

#### Government Intervention

Ms. EE estimated that she wore her seat belt 99 percent of the time. She felt that, if the government passed a law requiring people to wear seat belts, it would be "alright," and she would wear hers.

Ms. EE thinks that the government should not ban certain TV programs which are not good for children. She feels that it is up to the parents to decide what children should watch.

Ms. EE thinks that the government should not allow lead paint to be used any more. As far as laws the government should pass to improve the health and safety of adults is concerned, she thought that no laws should be passed because "adults are going to do it anyway."

#### Related Health and Safety Issues

Ms. EE could not think of any services which the Health Department could offer to new mothers.

Chattanooga Interview  
Mother: Ms. A  
Group: Buy  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Own

### Background Information

Ms. A was 20½ years old when she had her first baby. She was married and lived with her husband. She completed 12th grade and attended college but did not receive a degree. She saw the doctor between 11 and 15 times during her pregnancy. She did not attend the well-child clinic nor did she complete the Car Seat Questionnaire. Ms. A obtained a CRD from her own resources after she left the hospital. Her child was 12 weeks old at the time of the interview.

### Child Restraint Device Use

Ms. A reported she began using her CRD when the baby was 2 months old. She said she usually used the car seat for every trip except when the baby was asleep. Then she held the baby while her husband drove. She obtained her car seat because she witnessed a friend's 2-year-old distracting her while she was driving. She thought other people get car seats for safety reasons and because it is easier to handle children when they are in car seats. She thought other people use car seats because of safety reasons and because it is easier when driving alone. She thought other people do not use car seats because of "too many problems" and "the time it takes to put the child in and get him out."

### Loaner Program

Ms. A thought the loaner program was a good idea and said she had two friends who would use the services because they could not afford to buy CRDs. However, she thought three or four of her friends would not use a loaner program because they already had their own CRDs. This mother thought only low-income people should be able to use the program and thought they could pay between \$5 and \$10 to rent a seat for 9 months.

She said a lot more people would borrow seats if they were free than if they had to pay a rental fee. She believed those that got them free would tend to use them more than people that paid a fee. Doctors, friends, TV, general media, and police were sources this mother listed as being able to influence new parents regarding the importance of car seats.

### Child Passenger Protection Law

Ms. A said she thought the child passenger protection law was a good one because her husband operated a wrecker service and saw what could happen in accidents. She thought other states should pass similar laws because of the safety aspect.

### Government Intervention

Ms. A reported she last wore her seat belt about two weeks before. She said she usually wore it about 50 percent of the time. She was unsure if a seat belt law would be a good idea. She had a friend who was in a wreck but claimed he was uninjured because he was not wearing a seat belt. This mother said the government could ban some of the more violent TV shows but really felt parents should control what their children watch. She would not want the government to censor everything. She thought other helpful laws would include one providing dental care to children and one mandating safety caps on medicine bottles.

### Related Health and Safety Issues

When asked what programs the Health Department should provide for new parents, this mother had several suggestions. She thought they needed information on immunizations, feeding, bathing, and car seat safety.

Chattanooga Interview  
Mother: Ms. B  
Group: Did not obtain  
Use: Not applicable  
Interview Method: Live  
SES: Low  
CRD Status: Did not obtain

### Background Information

Ms. B was almost 23 years old when she delivered her second child. She was single and lived with her parents in the inner city of Chattanooga. She had completed the 12th grade and attended some college classes. She visited the doctor between 11 and 15 times prior to delivery. She attended the well-child clinic when her baby was 9 weeks old and was interviewed when her baby was 16 weeks old. She had not obtained a CRD at the time of the interview.

### Child Restraint Device Use

Ms. B reported that she was unemployed and had no money to buy a CRD. She said she "walked most places" and therefore did not need a CRD. She was not on welfare and felt strongly against applying. She thought welfare was for people who were just lazy and did not want to work. She reported that it took about 45 days to be accepted on welfare and she hoped to have a job by then. She reportedly had looked into a few jobs but had not applied as yet.

She thought other people would get and use CRDs because children behave better in car seats. She thought it was very important for parents to use car seats with their children because they cannot drive and watch the children at the same time.

She thought other people do not get and use car seats because people are in a rush and car seats take too much trouble. She also mentioned that people might think car seats are not safe enough if they were in a wreck. This mother said she had no personal friends that used car seats because she did not have many friends with young children.

### Loaner Program

Ms. B expressed some doubt about a loaner program because if the car seat got "torn up" she would have to pay for it. However, in the next breath she said if she had a car, she would get a seat from the Health Department's loaner program. She felt the movie was influential in helping parents see the need for a CRD. She thought just people that cannot afford to buy a CRD should be allowed to use the services of a loaner program and that although most people would not care, the interested people would take the time to get a CRD.

Ms. B thought people could afford to pay \$15 to rent a car seat but that most people would borrow them if they were free. She thought the usage

rates would be about the same for those that borrowed them and those that rented them. She felt the Health Department was the most effective agency in telling new parents about car seats.

#### Child Passenger Protection Law

Ms. B saw the movie at the clinic and therefore expressed support for the child passenger protection law. She thought people would use CRDs because car safety is important. She thought other states should pass such laws because "you don't know when you will have an accident."

#### Government Intervention

This mother had not worn her seat belt for a long time because the family had an old car and the seat belts were lost down behind the seats. She said that if there were a seat belt law people would wear seat belts so they would not have to pay a fine.

Ms. B said TV shows such as the ones with violence and shooting helped children learn to deal with reality and helped them learn to defend themselves in a threatening situation. She said she would like to see more grooming commercials, Sesame Street shown on national TV on Saturday, and more shows that expressed a loving relationship between sisters and brothers.

#### Related Health and Safety Issues

Ms. B appeared very concerned about her baby and asked questions to gain reinforcement that she was caring for him properly. She had several suggestions for the Health Department to include in their programs for new mothers, such as nutrition information, when to feed solid foods, and immunization.

Chattanooga Interview  
Mother: Ms. C  
Group: Did not obtain  
Use: Not applicable  
Interview Method: Live  
SES: Low  
CRD Status: Did not obtain

### Background Information

Ms. C was 17 years 8 months old when she had her first baby. She was single and lived with her parents. She had completed 11th grade and was attending 12th grade. She visited the doctor between 11 and 15 times during her pregnancy. She did not attend the well-child clinic and did not return the Car Seat Questionnaire. She had not obtained a CRD by the time of the interview, which occurred when her baby was 14 weeks old.

### Child Restraint Device Use

Ms. C said she could not afford to buy a CRD. She also reported she did not have access to a car at the time of the interview. When asked what she did when she rode in other cars, Ms. C reported she held the baby in her lap or used a household carrier and strapped it in with a seat belt. She reported other people do not get CRDs because they cannot afford them, they do not need them, or they do not have cars. She thought other people get car seats because of the law and also for safety reasons. She said other people use car seats for safety reasons but quickly added that "most people do not use car seats, they just hold their babies." Ms. C thought it was very important for parents to use car seats with their children but reported none of her friends had or used them. She reported she heard about the importance of using car seats from the hospital, at school, and in magazines.

### Loaner Program

Ms. C had not heard of a loaner program before but said it was a great idea and she would use its services. She thought all her friends would use a loaner program too because they would not spend the money to buy CRDs on their own. She thought about three of her friends would not use a loaner program because they did not want to protect their children in that kind of car seat. She said "commercials on TV" (public service announcements) would encourage her friends to use CRDs.

Ms. C thought anyone, even the rich, should be allowed to use a loaner program and that parents could afford to pay \$35 to rent a CRD. She thought more people would get seats if they were free because "they would borrow them to use them." Likewise, the people that got them free would use them more because they would not "have to worry about paying money." This mother thought the most influential sources to inform new parents about car seats were people that already had CRDs, friends, the Health Department, other health-related services, social workers, police, and judges.

### Child Passenger Protection Law

Ms. C thought the child passenger protection law was a good idea because it protected children. She thought other states should adopt such laws also.

### Government Intervention

This mother reported she never wore her seat belt but thought a seat belt law would be good and she would wear hers for safety reasons. She thought soap operas ought to be banned from TV. Ms. C had many other ideas for additional laws to improve health and safety of young children including control of child abuse, need for social workers to check regularly on adopted children, availability of medicine and clothes for children, and protection of children from small sharp objects around the house.

### Related Health and Safety Issues

Ms. C suggested that protection of the child both in the home and in cars needed to be taught to new parents. She also was interested in information regarding care of a sick baby. She suggested that counseling was needed to help single girls decide if they should keep their babies.

Chattanooga Interview  
Mother: Ms. D  
Group: Did not obtain  
Use: Not applicable  
Interview Method: Live  
SES: Low  
CRD Status: Did not obtain

### Background Information

Ms. D was 27½ years old when she delivered her second child. She was married and lived with her husband. She reported completing the 12th grade and attending some college courses. She visited the doctor between 11 and 15 times prior to delivery. She attended the well-child clinic when her baby was 7 weeks old and was interviewed when her baby was 13 weeks old. She had not obtained a CRD at the time of the interview.

### Child Restraint Device Use

Ms. D said she could not afford to buy a CRD but wanted to get one when she could afford it. She thought other people do not get CRDs because they cannot afford them or they felt they would not be the ones to have an accident. She reported other people get and use CRDs to protect their babies. She thought it was very important for parents to use car seats with their children. She heard about the importance of car seats in the hospital, at the well-child clinic, and from the paper. She reported she had no friends with babies at home and therefore did not know anyone with a CRD.

### Loaner Program

Ms. D thought the loaner program was a good idea and said all of her friends that could not afford to buy a seat would borrow one. She thought a loaner program should be just for people with low incomes and that they could afford to pay \$10 to rent a seat for 9 months. She thought 100 percent more people would borrow the seats if they were free than if they had to pay a fee. However, she thought the people that had to pay the fee would use them more because they would be more concerned. This mother thought doctors, police, and the Health Department would be good sources to inform new parents about the car seats.

### Child Passenger Protection Law

Ms. D thought the child passenger protection law was a good law. She had seen the film and read articles which convinced her that a restrained child was safer. She thought every state ought to have such a law because of the safety aspect.

### Government Intervention

This mother reported she last wore her seat belt over a year ago but explained the seat belts in her car were in bad condition and needed to be replaced. She said she would wear hers if there were a law to that effect.

Ms. D strongly believed that certain TV shows should be banned. She reported that she did not allow her older son to watch shows with violence and obscenities. She thought the government should ban certain toys such as dart boards for certain age groups and should guarantee that toys be made well so they could not be torn apart. She also thought there should be a law against toys made with toxic paint.

#### Related Health and Safety Issues

Ms. D suggested the Health Department teach new parents general care of babies, what to do with a colicky baby, and tips on feeding babies. She also thought they should offer information on the care of older children.

Chattanooga Interview  
Mother: Ms. E  
Group: Did not obtain  
Use: Not applicable  
Interview Method: Live  
SES: Low  
CRD Status: Did not obtain

### Background Information

Ms. E was almost 23 years old when she had her first child. She was single and lived with her parents. She completed the 10th grade and reported she visited the doctor only 1 to 4 times during her pregnancy. She did not attend the well-child clinic but sent the Car Seat Questionnaire back when her baby was 8 weeks old. She was interviewed when her baby was 15 weeks old. She had not gotten a CRD at the time of the interview.

### Child Restraint Device Use

Ms. E said she had not had a chance to get a CRD yet because she "had to rely on her father or brother." She reported that the baby's father convinced her she needed to get one. She said other people do not get car seats because they are too lazy and the seats are too expensive. She thought other people get car seats because of safety reasons and the fact the child can look around. She responded that it was important for parents to use car seats with their children. She was aware of the importance from TV and friends. However, she reported that only two people she knew had car seats--one was her sister who liked it and the other was a woman who did not use hers.

### Loaner Program

Ms. E thought the loaner program was a good idea and knew of a friend who had borrowed a CRD from the Health Department. She reported having three other friends who also would use the loaner program services. She thought the program should be available only to those people who cannot afford to buy a CRD and said they could pay \$30 to \$40 to rent one for 9 months. She thought a lot more people would borrow the seats if they were free than if a rental fee were charged. Those that got the seats free would use them more, according to this mother, because more people would take advantage of the services. The Health Department, doctors, and social workers, Ms. E thought, would be the most influential in telling new parents about the seats.

### Child Passenger Protection Law

Ms. E said she thought the child passenger protection law was a good law because her niece was in a car wreck and went through the windshield. She thought other states should have such laws because of the safety aspect.

### Government Intervention

Ms. E reported never wearing her seat belt but said she would wear hers if there were a law. She responded strongly that the government should not ban TV shows. However, she thought the government should intervene by requiring safety caps on medicine bottles and that household cleaning products be locked away from small children.

### Related Health and Safety Issues

Ms. E gave two suggestions for the Health Department's prenatal classes. These included information regarding the general growth and development of children and eating habits and practices of babies.

Chattanooga Interview  
Mother: Ms. F  
Group: Did not obtain  
Use: Not applicable  
Interview Method: Live  
SES: Low  
CRD Status: Did not obtain

### Background Information

Ms. F was 19½ years old when she had her first baby. She was married and lived with her husband in a one-room apartment in a large older house. She completed 10th grade and reportedly saw the doctor between 11 and 15 times during her pregnancy. She attended the well-child clinic when her baby was 8 weeks old. She had not obtained a CRD at the time of the interview.

### Child Restraint Device Use

Ms. F said she did not get a car seat because of the expense and because her sister said she could have hers. She thought other people do not get car seats because they are too expensive. She reasoned that other people get car seats because "other people got them" and also for safety reasons. She said other people use car seats to protect their babies. However, other people do not use car seats because they think "nothing will happen to them." She thought it was very important for parents to use car seats with their children because one knows "when an accident will happen." She reported she heard about the importance of CRDs from her sister, at the hospital, and on television. She said one of her friends had a car seat and used it most of the time.

### Loaner Program

Ms. F did not think the loaner program was a good idea. She said she would not rent one because she could use that money to buy one that she could keep. She did not think any of her friends would rent one either for the same reason. She thought if such a program were set up, it should be primarily for welfare recipients, but others that could not afford seats also should be allowed to use the service. This mother thought people could afford to pay a \$10 rental fee for use of the seat for 9 months. However, she thought a "whole lot more people" would borrow seats if they were free than if they had to pay a rental fee. She could not decide who would use them more. On one hand, she thought those that borrowed them would use them more because more people would get them initially, but on the other hand, those who rented them would use them more because "they would not pay money for nothing." Doctors, friends, and maybe police were reported to be the most influential in telling new parents about car seats, according to Ms. F.

### Child Passenger Protection Law

Ms. F felt the child passenger protection law was a good one because the CRDs make it safer for children. She thought other states should pass similar laws.

### Government Intervention

Ms. F said she wore her seat belt about once a week. She believed it was safer to wear seat belts and a seat belt law would be a good one because it would make people wear seat belts. She felt certain TV shows, such as those that contain "sex and cussing," should be banned. She could think of no other laws that the government might pass to improve the health and safety of children or adults.

Chattanooga Interview  
Mother: Ms. G  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. G was 25 years 9 months old when she delivered her first baby. She was married and lived with her husband. She worked full time and had taken some college courses after graduating from high school. She did not attend the well-child clinic but returned the Car Seat Questionnaire when her baby was 12 weeks old. She was interviewed when her baby was 15 weeks old. Ms. G obtained a CRD at the Health Department when her baby was 2 weeks old.

### Child Restraint Device Use

Ms. G reported that she used the car seat all the time, even on short trips to the store. Sometimes this entailed switching the car seat from her husband's car.

She reported she got the car seat because she had worked as a hospital aide and saw children that had been in car accidents. She did not get the car seat when she was in the hospital because she was in pain and had too many other things to think about. She used a household carrier prior to obtaining the car seat but realized that would provide little protection in case of an accident.

She thought other mothers get car seats so they do not have to hold the child and use car seats for the sake of the child's safety. This mother thought other people do not use car seats because they are too much trouble when getting in and out of the car, there is little or no room in the car, or people think more of the looks than of the safety aspect for their children. She reported she did not use her car seat when they rode with someone else or when there were no seat belts in the car.

### Loaner Program

Highly supportive of the loaner program, this mother said that it gave people an opportunity to obtain a device with no excuses. She thought all her friends would use a loaner program service in order to find out more about safety for children.

When asked if she had any friends that would not use the loaner program, she stated there were three who would not want to take the time to go pick one up. She also reported that her sister would not get one because she was afraid to go to the Health Department. She described her sister as "not a very talkative person."

She thought just the people who cannot afford to buy car seats should be allowed to use a loaner program and that parents could afford to pay \$6 to rent a seat for 9 months. She thought if they were free everybody would want to get one but the people that paid for them would use them more. She elaborated by saying that if they were free, people would not attach a value to them and would take advantage of the program. If, on the other hand, they had to spend their hard-earned money to rent car seats, they would be more apt to use them. She praised the loaner program and exclaimed that the girl in the hospital saved her from worrying about having a fatal accident with her child.

#### Child Passenger Protection Law

Ms. G supported the child passenger protection law, citing that it protected children. She was aware that babies can be killed in automobile accidents and she worried about her own baby. She stated it was an important enough law that other states should have similar ones. This mother said that the best people to tell new parents about car seats were people that had previous experience in accidents and people with authority, such as police and ambulance rescue squads.

#### Government Intervention

Ms. G reported that she wore her seat belt all the time. When asked when was the last time she did not wear it, she replied, "in April," which was at the end of her pregnancy. She was not sure if people would wear seat belts if the government passed such a law because people are not aware that seat belts save lives.

This mother expressed a strong opinion that the government ought to ban certain TV shows, such as cartoons which contain guns or violence, police shows, and newscasts that show car wrecks and shootings. She said these shows scared children.

#### Related Health and Safety Issues

Ms. G offered many ideas for the Health Department to include in their program for new mothers, including general information on child development, information about best food sources without preservatives, and information concerning teeth and pacifiers. She also said there ought to be more advertising of government programs such as WIC.

Chattanooga Interview  
Mother: Ms. H  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. H was 25 years old when she delivered her second child. She was single and lived with her parents. She completed 10th grade in school and saw the doctor 16 times or more during her pregnancy. She did not attend well-child clinic but returned the Car Seat Questionnaire when her baby was 8 weeks old. Ms. H obtained a CRD from the Health Department when the baby was 9 days old. She was interviewed when the baby was 5 weeks old.

### Child Restraint Device Use

Ms. H reported that she usually used the car seat on long distances but not when she was going just to the store. She said the seat belt in the front seat moves and so she planned to put the car seat in the back seat. She reported she got the seat because it "made her nervous when she had to drive" by herself. She thought other people get and use car seats because of safety reasons and it "keeps the kids still." She thought other people do not use car seats because they do not take the time to put their children in the seats.

### Loaner Program

Ms. H viewed the loaner program as a good idea because she could not afford to buy a CRD. She thought all her friends and "anybody else that had small children and a car" would use the loaner program because of safety reasons and for convenience when mothers had to drive alone. She thought anyone "except the rich" should be allowed to use the loaner program and that they could afford to pay \$10 to rent the seat for 9 months. She said "quite a few" more people would get CRDs if they were free than if they had to pay a rental fee. However, this mother thought that those who paid the fee would use them more because "you use things more if you pay." Health Department officials, police, doctors, and other parents who have used car seats are the best people to tell new parents about car seats, according to this mother.

### Child Passenger Protection Law

Ms. H thought the child passenger protection law was a good idea and thought other states should pass such laws. She said she tried to carry the baby in a household carrier but realized it was not safe.

### Government Intervention

Ms. H said it had been 2 or 3 years since she last wore her seat belt. She said if there were a law she would wear hers but went on to report that

some cars do not have seat belts. She thought the movies that portrayed sex should be banned from TV.

Chattanooga Interview  
Mother: Ms. I  
Group: Buy  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Own

### Background Information

Ms. I was 24 years old when she had her third child. She was single and lived with her parents. She finished 11th grade in school and saw the doctor between 5 and 10 times during her pregnancy. She did not attend the well-child clinic. Her hospital roommate talked her into getting a seat, but then she received a car seat as a gift from a friend a day after the baby was born. She was interviewed when her baby was 7 weeks old.

### Child Restraint Device Use

Ms. I was enthusiastic about car seats and reported that she usually used hers. She said the baby appeared to like the seat and looked around when riding in the seat. She reported that she did not use the car seat in the health center van that picks her up. She said she used a car seat with her 6-year-old when she was younger. She said other people get car seats because they are "told to," although she believed they do not really use them. When asked why she thought other people use car seats, she replied that it was convenient while driving, safer, and more comfortable for the child. She thought when the baby was cranky, people would not use the car seat. For herself, she said she did not use the car seat in the van and when the baby was cranky.

### Loaner Program

Ms. I thought the loaner program was a good idea and was planning to rent a seat before she received one as a gift. She responded at first that all her friends would use the loaner program because they did not have the money to buy CRDs. Then she reflected that "several, maybe five or six" would not get seats from the hospital because they would be afraid they would "lose it or tear it up." She thought anyone should be allowed to use the loaner program, even the rich people, because she felt you could trust what the Health Department was giving out but you "never knew what you got out of the store." She thought the cost of \$3 to rent a seat was a good price but maybe people could spend \$5 to \$10. She did think a larger number of parents would borrow the seats if they were free than if they cost because "some would rather pay." She also thought those that rented the seats would use them more because "they paid out money." She mentioned that those people that were "really poor would take care" of the seats. She thought doctors, Health Department officials, and friends would be most influential in informing new parents about car seats; however, she thought people would not listen to the police.

### Child Passenger Protection Law

Ms. I strongly supported the child passenger protection law because she saw a girl fall out of a car. She thought other states should pass similar laws.

### Government Intervention

Ms. I said she never wore her seat belt because she had to watch the other children. She was undecided about a seat belt law. She thought it might be beneficial in some cases but said that if the car caught on fire the people could not get out. She said she guessed she would wear her seat belt if there were such a law. She thought police stories and some movies should be banned from TV. She thought another helpful law would be to fence play yards. She thought there were enough laws but that they needed stricter enforcement.

### Related Health and Safety Issues

Ms. I had several suggestions for new mothers' classes. These included information regarding immunizations, milk and feeding issues, and detergent and its effect on children.

Chattanooga Interview  
Mother: Ms. J  
Group: Borrow  
Use: Nonuser  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. J was 15 years 11 months old when she had her first child. She was married and lived with her husband. She had completed the 10th grade in school. She visited the doctor between 5 and 10 times during her pregnancy. She attended the well-child clinic when her baby was 6 weeks old and got a car seat the same day. Her baby was 12 weeks old at the time of the interview.

### Child Restraint Device Use

Ms. J reported she had used the car seat one time since she came home from the hospital. She explained that the car did not have seat belts. She said she did not drive and therefore she held the baby in an infant carrier. When asked how she decided to get a car seat, she replied she had seen the movie at the clinic and realized the protection the seats offer. She thought other people get and use CRDs because of the safety aspect. She thought other people do not use car seats because they do not think they will have a wreck.

### Loaner Program

Ms. J expressed her support of the loaner program because she was using it. She thought most of her friends also would use the loaner program because they could not afford to buy their own seats. She thought one friend would not use the loaner program because she had two children and would consider it too much trouble. She thought anyone ought to be allowed to use the loaner program and that they could afford a \$5 to \$10 fee for use of the seat for 9 months. However, she thought more people would borrow seats if they were free. She thought the best people to tell new parents about the use of car seats were Health Department and hospital personnel.

### Child Passenger Protection Law

Ms. J said she thought the child passenger protection law was a good one because a lot of children had been saved because of it. She thought other states should pass such laws also.

### Government Intervention

Ms. J reported she never wore her seat belt because the car did not have any. She said she would wear seat belts if there were a law requiring one to do so but repeated the fact that her car did not have any. She thought the government should ban certain TV shows but did not say which ones or why.

### Related Health and Safety Issues

Ms. J responded that she did not know what information the Health Department should provide to new mothers. She reported that her mother and mother-in-law told her everything she needed to know.

Chattanooga Interview  
Mother: Ms. K  
Group: Borrow  
Use: Nonuser  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. K was 26½ years old when she delivered her third child. She was single and lived alone with her children. She had completed 11th grade in school. She reported visiting the doctor between 11 and 15 times prior to delivery. She attended the well-child clinic when her baby was 6 weeks old. At the time of the interview, which occurred when her baby was 5 weeks old, she reported she had the CRD which she had gotten from the loaner program a week earlier.

### Child Restraint Device Use

Ms. K reported she had not used the seat since she got it. She did not know why other people get car seats. She thought other people use car seats because of the law. She responded that those who do not use car seats think it is too much trouble.

### Loaner Program

Ms. K heard an announcement on the radio regarding the loaner program and decided to get one because it was a good idea and she got tired of holding the baby. She thought the program in general was a good idea because many people could not afford to buy CRDs. She said all her friends had financial limitations and would be interested in using the loaner program. She thought the program ought to be just for those that cannot afford to buy a CRD and that people could afford to pay \$5 to \$10 for rental for 9 months. She thought a lot more people would get car seats if they were free than if they had to pay a rental fee. She also thought those that got CRDs free would use them more because "they didn't have to pay for them" and therefore they would "put more use in them." Hospitals, radios, clinics, and friends were listed as good resources of information for new parents. This mother thought the police might be a good resource for some people but not for others.

### Child Passenger Protection Law

Ms. K said the child passenger protection law was a good law because she had seen "lots of children hang out the car window." She thought it was a good idea for other states to adopt similar laws.

### Government Intervention

Ms. K reported she never wore her seat belt in the past but lately had worn it "all the time." She thought a seat belt law would be good. She said it takes time to buckle up but it is a good idea. She thought the government

ought to ban TV shows that contain killings, gangsters, and homosexuals. She also suggested that the government should mandate plastic lights on bicycles instead of glass ones.

Chattanooga Interview  
Mother: Ms. L  
Group: Borrow  
Use: Nonuser  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. L was 26 years 7 months old when she had her second baby. She was married and lived with her husband. She did not attend well-child clinic nor did she fill out a Car Seat Questionnaire. Her baby was 5 weeks old at the time of the interview. She obtained a car seat while in the hospital.

### Child Restraint Device Use

Ms. L said she had not used the car seat because their car was not working. She said she got the car seat because her older child slid off the seat when she stopped suddenly, and that scared her. She thought other people got car seats for protection and because of the law. She suggested that other people do use car seats because they offer better protection but that they do not use car seats when the child rebels.

### Loaner Program

Ms. L thought the loaner program was a good idea but did not have any friends with new babies that might be interested in using the loaner program. She thought anyone ought to be allowed to use the loaner program because then they could borrow one while they were paying for one in layaway. She thought people could pay \$3 to rent one but that quite a few more people would borrow them if they were free. She was not certain who would use it more. Because she paid for hers, she said she would use it. However, she went on to say that even if she did not pay for it, she would use it too. She thought pamphlets in doctor's offices, hospital offices, friends, and police, to a degree, would be effective resources in telling new parents about car seats.

### Child Passenger Protection Law

Ms. L thought the child passenger protection law was a really good idea because "accidents happen so quickly." She thought other states ought to pass similar laws because "Tennessee is not the only state with children."

### Government Intervention

Ms. L reported that she had not worn her seat belt for over a year. She thought a seat belt law would be a good law but questioned "how many people would abide by it." She thought parents should monitor what their children watch but said that many children are left with unreliable babysitters. Therefore, she believed the government should ban shows that portray things such as police stories, street scenes, drugs, and killings. She thought the government also should set health and sanitation standards in homes.

### Related Health and Safety Issues

When asked what things are most important for mothers with new babies, Mr. L cited two areas of concern. These were car safety and the sanitation of the homes of newborns.

Chattanooga Interview  
Mother: Ms. M  
Group: Did not obtain  
Use: Not applicable  
Interview Method: Live  
SES: Low  
CRD Status: Did not obtain

### Background Information

Ms. M was just over 23 years old when she had her first child. She was single and lived with her parents. She reported that she worked full time and that she had finished 12th grade. She visited the doctor between 5 and 10 times prior to delivery. She did not attend clinic and did not fill out the Car Seat Questionnaire. Her baby was 15 weeks old at the time of the interview. She had not obtained a CRD at the time of the interview.

### Child Restraint Device Use

Ms. M reported she was unemployed and did not have the \$3 to rent a seat from the lending program. She believed other people get and use car seats for safety reasons. She reported that four of her friends with young children have car seats and use them every time the children ride in a car.

### Loaner Program

Ms. M thought the loaner program at the hospital was a good idea but said that she would prefer to get her own CRD. She thought two or three of her friends might use a loaner service because it would be cheaper than buying a car seat. She said some of her friends would not use the loaner service because they were independent and would prefer to buy their own CRDs. She thought a loaner program should be available only to people that cannot afford to buy car seats. She expressed strong feelings against people on welfare and thought they should be working. She said most people could afford to pay up to \$5 to rent a seat for 9 months, but she thought everyone would borrow car seats if they were free. She went on to say that more people would use car seats if they got them free than if they had to pay a fee to rent them. She stated that doctors, the Health Department personnel, and the police are the most influential people to tell new parents about car seats.

### Child Passenger Protection Law

Ms. M supported the child passenger protection law because it provided safety benefits for the child. She acknowledged that the driver sometimes cannot stop in an emergency and that car seats can help prevent deaths. She thought other states ought to pass similar laws for the same reasons.

### Government Intervention

Ms. M reported she did not usually wear her seat belt but would if there were a seat belt law so that she would not be fined. She thought that children should be allowed to watch anything on TV because it helps them learn about the world.

### Related Health and Safety Issues

Ms. M did not have many ideas for the Health Department program. When probed, she suggested food needs, prenatal care, and influences of smoking as possible discussion topics for new mothers.

Chattanooga Interview  
Mother: Ms. N  
Group: Did not obtain  
Use: Not applicable  
Interview Method: Live  
SES: Low  
CRD Status: Did not obtain

### Background Information

Ms. N was 20 years 4 months old at the time she delivered her first baby. She was separated, lived with her parents, and reported having completed the 10th grade. She saw the doctor 16 or more times during her pregnancy. She did not attend clinic nor fill out the Car Seat Questionnaire. She had not obtained a CRD at the time of the interview, which occurred when the baby was 12 weeks old. At the time of the interview, there were several other young girls and babies in the house. All looked hungry, dirty, and not well cared for. Some of the other adults helped this mother answer the questions when she hesitated after the questions were asked.

### Child Restraint Device Use

When asked about getting a CRD, Ms. N replied she "hadn't thought about getting one." She said she heard about CRDs in the hospital. She thought other people did not get car seats because they could not afford to buy CRDs or they did not want seats because they thought it was not important. She thought other people get and use car seats because of convenience and safety but that other people do not use car seats because it is too much bother. She reported that one of her friends had a CRD but did not use it at all because it was easier not to use it.

### Loaner Program

Ms. N thought a loaner program was a nice idea and reported that a lot of her friends would use it. She said that anyone should have access to using loaner programs. She said that even if people could afford to buy CRDs, they may not want to spend their money on them and through a loaner program they could have access to getting them. She thought from \$3 to \$5 for 9 months would be an acceptable fee. She thought quite a few more people would get seats if they were free than if they had to pay a fee because people just do not want to spend money on CRDs. She thought that people that got CRDs free would use them more because "if you got something free you would want to use it." Doctors, friends, and the Health Department would be the best sources to inform others about CRDs, according to Ms. N. She said some people would listen to the police, but others probably would not.

### Child Passenger Protection Law

Safety was the reason given for thinking the child passenger protection law was a good idea. Safety was also the reason given for the recommendation that other states pass similar laws.

### Government Intervention

Ms. N reported she never wore her seat belt but probably would have to if there were a law. She thought parents should control what a child watches on TV and that the government should not ban any TV shows. She could think of no other laws the government should pass to improve the health and safety of young children.

Chattanooga Interview  
Mother: Ms. O  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. O was 17 years 10 months old when she had her first child. She and her husband lived in a room in her parents' house. She had completed the 12th grade. She reported that during her pregnancy she had visited the doctor 16 or more times. She did not attend the well-child clinic but returned the Car Seat Questionnaire when her baby was 9 weeks old. She was interviewed when her baby was 14 weeks old. Ms. O obtained a CRD through the Health Department's loaner program.

### Child Restraint Device Use

Ms. O reported she used the CRD whenever she drove or rode in her car. She reported that at first the baby did not like the car seat, but now he does not mind it. She felt other people get car seats because they care about their children and because the law requires them to use CRDs. Safety was the reason most people use CRDs, she thought. She said other people did not use car seats because they had trouble fastening the seat belt, it took too much time to use the seat correctly, sometimes the child cried, and the sun made the seats hot and uncomfortable.

### Loaner Program

Ms. O thought the loaner program was a good idea. She said she had no friends with young children and therefore knew of no one else that would use the loaner program. She thought a loaner program should serve just the lower income families and that parents could afford to pay \$10 for use of a seat for 9 months. She said there would be no difference in number of people using the service if the seats were free or if a rental fee were charged. However, she did express the opinion that those people that paid money to obtain CRDs would use them more. This mother thought doctors, friends, and TV commercials would be the most influential sources for new parents to learn about car seats.

### Child Passenger Protection Law

Ms. O thought that the child passenger protection law was a good idea. She realized that many lives could be saved by using CRDs. She thought other states should pass such laws because young children are so defenseless in automobiles.

### Government Intervention

Ms. O reportedly wore her seat belt when she was in the car with her baby. She thought a law requiring people to wear seat belts would not do any good because "people do what they want anyway."

This mother felt strongly about the government's banning certain TV shows or censorship of any kind. She said that decision is the parents' responsibility. She could not think of other laws the government could pass to improve the health and safety of young children.

#### Related Health and Safety Issues

Ms. O gave several suggestions for the Health Department to include in their prenatal program. Some of these ideas included how to bathe a new baby, what to do when a baby is sick, how to use a thermometer, and the importance of a car seat.

Chattanooga Interview  
Mother: Ms. P  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. P was 25 years old when she had her second child. She was married and lived with her husband. She had completed 11th grade and reported 16 or more visits to the doctor during her pregnancy. She did not attend well-child clinic nor did she fill out a Car Seat Questionnaire. Ms. P obtained a CRD while in the hospital. Her baby was 11 weeks old at the time of the interview.

### Child Restraint Device Use

Ms. P reported that she used her car seat for 2½ weeks prior to the interview. She reported using it whenever she took the car. She had been thinking of getting one when she was approached in the hospital with the opportunity to borrow one for 9 months. She said other people get and use car seats for safety and protection reasons. She did not know why other people did not use car seats but realized they were taking a big chance.

### Loaner Program

Believing a loaner program was a good idea, Ms. P thought all her friends would use such a service. She thought only those persons who cannot afford to buy a seat should be allowed to use the loaner program and that people could afford to pay \$5 to rent a seat for 9 months. She thought everybody would get seats if they were free and that they would be less likely to get seats if they had to pay a rental fee. She also suggested that the same number of people would use them whether they got them free or for a fee. Other new parents, friends, and people who work in the social services area at the hospital would be most influential in telling new parents about car seats, this mother reported.

### Child Passenger Protection Law

Ms. P thought the child passenger protection law was a good one because it offered protection to children. She thought other states should pass such laws also.

### Government Intervention

Ms. P reported she wore her seat belt the previous day. She said she wore it "just about all the time" while traveling on the interstate, but on short trips she was too hurried and forgot to use it. She thought a seat belt law would be "pretty good" and guessed she would wear hers. She thought some shows ought to be taken off TV altogether. She could not suggest other laws to improve health and safety for children.

### Related Health and Safety Issues

Ms. P had several suggestions for information to be included in the Health Department's services for new mothers. She said she would like to see information on eating patterns, when to feed solids, and what to do for stomach aches.

Chattanooga Interview  
Mother: Ms. Q  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. Q was 18 years old when she delivered her first baby. She reported she was married and lived with her parents. She had completed 10th grade and reported seeing the doctor between 11 and 15 times while she was pregnant. She did not attend well-child clinic but returned her Car Seat Questionnaire when her baby was 8 weeks old. She obtained a car seat while in the hospital. Her interview took place 11 weeks after she delivered her baby. Her mother and sister offered ideas to help her answer the questions.

### Child Restraint Device Use

Ms. Q reported that she began using the car seat right after she got it. She said she used it most of the time except when she was going short distances (two blocks). She said she decided to get a car seat after she was approached in the hospital and her mother encouraged her to get it. She thought other people get car seats because of the safety aspect and because they are helpful. She thought other people do not use car seats because they are too lazy.

### Loaner Program

Ms. Q thought the loaner program was a good idea. She thought three of her friends would get CRDs from the loaner program because they "could not afford to buy one." She said just the people who cannot afford to buy them should be allowed to use the services and they should be charged according to their ability to pay. She thought people on welfare could not afford to pay anything. Ms. Q thought everyone would get seats if they were free and those that did would use them more because "if they could get them free, they would use their money on other things." Doctors, police, Health Department officials, and friends who have had experience were viewed by this mother as most influential in telling new parents about car seats.

### Child Passenger Protection Law

Ms. Q felt the child passenger protection law was a great idea because it was "good for the baby." She thought other states should pass similar laws.

### Government Intervention

Ms. Q said she last wore her seat belt the morning of the interview and reported that this was usual behavior for her. However, she said she usually did not wear a seat belt on really short trips. She thought the government should pass a seat belt law. She also thought the government should

ban certain TV shows because some of them are not good for children's education. In addition, she thought there should be a law against leaving children in a car alone.

#### Related Health and Safety Issues

Ms. Q did not offer any ideas about services to new mothers. However, her mother suggested sterilizing bottles, washing diapers, and deciding to use cloth or disposable diapers as topics for new mothers.

Chattanooga Interview  
Mother: Ms. R  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. R was 16 years 3 months old when she delivered her second baby. She was married and lived with her parents. She had completed 8th grade and reported visiting the doctor 1 to 4 times during her pregnancy. She did not attend well-child clinic nor did she complete a Car Seat Questionnaire. She got a car seat while she was in the hospital. Her baby was 8 weeks old at the time of the interview.

### Child Restraint Device Use

Ms. R reported that she began using the CRD when the baby was 4 days old. Because the seat belts were not large enough to fit around the CRD, she used a rope tied to the car and looped it around the CRD. She said she used a car seat that hooked over the front seat for her first child, but it did not require the use of a seat belt. Sometimes she said she had to take the infant carrier out of the car to make room for all the people to ride in the car. At one point she said the baby loved to be in the car seat, but later in the conversation she said the baby preferred to use the household carrier. However, she stressed that she always used the CRD or the household carrier because she knew it was better to start children early so "they get used to it."

*This mother said other people get and use car seats so children will not get hurt and so they can ride in the back seat. She thought other people do not use car seats because sometimes the children cry and scream and make the driver nervous, which might cause a wreck. She reported that a friend of hers was in a wreck.*

### Loaner Program

Ms. R thought the loaner program was a good idea and reported she had three friends who might use it. She thought the car seats were too expensive to buy and use for only 9 months. She thought anyone should be able to use the loaner program because if they had CRDs, maybe they would use them. She did express some concerns about a loaner program. One was related to people who have small cars and do not have room for a CRD. Another concern was the responsibility of the parent in case the car was stolen. She also thought that if they were free, some people would get them because it "makes them look good." This mother thought people could pay \$5 to rent a seat but that a lot more people would borrow seats if they were free. However, she thought that the people who paid the fee would use them more because they would pay only if they really wanted one. She thought parents who have been in accidents and friends would be the most influential in telling new parents about car seats.

### Child Passenger Protection Law

Ms. R at first said the child passenger protection law was a good one because she knew of a little boy that was in a car wreck but was not injured because he was in a car seat. Later in the interview, she mentioned that there did not have to be a law because parents should decide what is best for their own children. She thought other states should pass similar laws so that children can "see out the window."

### Government Intervention

Ms. R reported that she usually does not wear her seat belt. When asked about a seat belt law, she replied that she would wear her seat belt, although she thought most people would not. She strongly expressed the belief that the government should not pass other laws. She thought that parents need to decide what is good for their children. She said that "people don't follow the laws anyway."

Chattanooga Interview  
Mother: Ms. S  
Group: Borrow  
Use: Nonuser  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. S was 16½ years old when she delivered her first baby. She was single and lived with her parents. She was in the 11th grade at the time of delivery. She visited the doctor 5 to 10 times during her pregnancy. She did not attend clinic but returned the Car Seat Questionnaire when her baby was 7 weeks old. She got a CRD before she left the hospital. Her baby was 14 weeks old at the time of the interview.

### Child Restraint Device Use

Ms. S said she never used the CRD she got at the hospital. She originally got the CRD because she was going on a long trip which did not materialize. She reported she had not taken the baby out in the car. When she went out she left the baby at home with someone else. At times she walked to church with the baby.

She thought other people got car seats "to be getting them because it is the thing to do." She also mentioned that some people valued the protection the seats gave and that car seats help babies get used to sitting by themselves. She thought other people use car seats for the protection and because they do not want to hold the children. She said other people do not use car seats because it takes up too much time, it is too much trouble, and people do not want to be bothered by the seats.

### Loaner Program

Ms. S thought the loaner program was a good idea. She knew four or five friends that might use the loaner program because they could not afford to buy CRDs. She thought only people who cannot afford them should be allowed to use the loaner services and that they should have to show evidence that they cannot afford CRDs. She thought people could afford to pay \$10 for use of a seat for 9 months. She reasoned that a lot more people would borrow seats if they were free than if they had to pay a rental fee. Friends and the Health Department, according to this mother, were the best sources to tell new parents about CRDs.

### Child Passenger Protection Law

Ms. S thought the child passenger protection law was a good law but that people did not obey it because they could not afford the CRDs or thought it took too much trouble to use them. She also stated that people do not know what kind to buy. However, she thought other states should pass similar laws.

### Government Intervention

Although Ms. S reported she usually did not wear her seat belt, this mother thought it would be a good idea to have a seat belt law because it would offer better protection. She was reluctant to say the government should ban certain TV shows but thought certain shows could be shown at different hours and not during the children's hours.

### Related Health and Safety Issues

To improve services to new mothers, Ms. S suggested that booklets were needed explaining how to care for babies and what to expect. She also mentioned a need for information concerning the protection of children in automobiles and the danger in laying a baby loose on a seat in the car.

Chattanooga Interview  
Mother: Ms. T  
Group: Borrow  
Use: Nonuser  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. T was 31½ years old when she had her fourth child. She was married and lived with her husband, who was a minister. She reported she had done some graduate work in college. She visited the doctor 5 to 10 times during her pregnancy. She attended the well-child clinic when her baby was 5 weeks old. She obtained a CRD before she left the hospital. She was interviewed when her baby was 8 weeks old.

### Child Restraint Device Use

Ms. T reported she never used the CRD because it took up too much room in the car. She also complained that the internal harness was difficult to use and she knew the seat was of little use if she did not use the straps. She defended her behavior by saying she did not take the baby many places, except to church, and then she went with her family and her mother- and sister-in-law. She also relayed the fact that the heater in the car could not be turned off and the baby got hot if she was in the car seat.

This mother thought other people get car seats to protect their children. Having seen the film, she realized that a child not in a CRD could get hurt "real bad" in a wreck. She said she thought other people do not use car seats because they take up too much room in the car and it is a hassle getting the child in and out of the seat.

### Loaner Program

Ms. T thought only a few of her friends might use the services of a loaner program because they were concerned about their babies. On the other hand, she thought half of her friends would not use a loaner program because their children were too big. She thought anyone should be allowed to use the loaner program and that people could afford to pay \$5 to rent a CRD. She thought people would not think car seats are important until something happened to them. She replied that not any more people would get car seats if they were free than if they had to pay a fee. However, she thought those that paid the fee would use them more to "get their money's worth." She suggested hospitals were the best place for new parents to learn about car seats, although she thought once they got the seats home, they would not use them.

### Child Passenger Protection Law

Ms. T thought the child passenger protection law was a good idea, but she found the seats too big. She felt other states should pass similar laws.

### Government Intervention

Ms. T said the last time she wore her seat belt was "a long time ago." She said that if there were a seat belt law she would wear her seat belt for fear of getting a ticket. She thought the government ought to ban certain TV shows but did not elaborate on what kinds. She thought another law ought to mandate fences around the yard to help protect children.

### Related Health and Safety Issues

Ms. T suggested two topics for information to be given to new mothers. These were information about feeding proper foods and immunizations.

Chattanooga Interview  
Mother: Ms. U  
Group: Borrow  
Use: Nonuser  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

Ms. U was 18 years 9 months old at the time she delivered her first child. She was married and lived with her husband. She had completed 12th grade and reported seeing the doctor 16 or more times during her pregnancy. She got a car seat while in the hospital. She was interviewed when her baby was 3 weeks old. She did not attend clinic but returned her Car Seat Questionnaire when her baby was 7 weeks old.

### Child Restraint Device Use

Ms. U reported that she had not used the car seat she obtained in the hospital. Instead she either held the baby or used the car seat when traveling in the automobile. She thought other people get and use car seats because they "care what happens to their kids." She responded that other people do not use car seats because they "don't want to bother with it" or they are in too much of a hurry.

### Loaner Program

Ms. U said she thought the loaner program was a terrific idea. She named one friend with two children that she thought would use a loaner program because she could not afford to buy a CRD. She thought just the people that cannot afford to buy a seat should be allowed to use the loaner program and that they could afford to pay between \$5 and \$10 for its use for 9 months. She thought a lot more people would borrow seats if they were free than if they had to pay a fee but that those who paid would use them more because "if they cared that much they would use them." Other parents and family planning staff were deemed good resources for telling new parents about car seats.

### Child Passenger Protection Law

Ms. U thought that if a child passenger protection law did not exist, people would not bother using car seats. She thought it would be a great idea if other states passed similar laws because it would be safer and would result in a lower infant death rate.

### Government Intervention

Ms. U reported she never wore her seat belt because she had a friend that had a wreck and landed in some water. She rationalized that if he had been wearing his seat belt, he would have drowned. She expressed her fear of not being able to unbuckle her seat belt if she were in an accident. She did not think many people would wear seat belts even if there were a law.

She felt strongly that parents should decide what TV shows their children watch. She suggested that laws should exist that restrict lead in paint and that there should be safety catches on cupboard doors in new homes.

#### Related Health and Safety Issues

Ms. U had many suggestions for prenatal classes for new parents. She thought they need to know more about diaper rash, choking, feeding schedules, whether to breast feed or bottle feed, and how to drive in a car alone.

Chattanooga Interview  
Mother: Ms. V  
Group: Did not obtain  
Use: Not applicable  
Interview Method: Live  
SES: Low  
CRD Status: Did not obtain

### Background Information

Ms. V delivered her first baby at Erlanger Hospital. She was married and lived with her husband. She completed 12th grade and had seen the doctor 16 or more times during her pregnancy. She did not attend the clinic but returned the Car Seat Questionnaire 7 weeks after leaving the hospital. She had not obtained a CRD at the time of the interview, which occurred when her baby was 14 weeks old.

### Child Restraint Device Use

Ms. V reported that she "never got around to getting [a CRD]" while she was in the hospital. Now she reported she had no car available to her. When she rode in other cars, she said she held the baby on her lap.

She felt other people do not get car seats because they cannot afford them, they take up too much room in the car, or it is too much of a hassle to use them. She expressed the belief that other people get car seats because they do not want to hold the baby, or they are by themselves in the car. She also realized that if a child stood up on a seat, he/she could fall and get hurt.

She said it was very important for parents to use car seats with their young children. She reported having one friend who used her CRD all the time.

### Loaner Program

Ms. V thought the loaner program was a good idea. She thought her friends would use the program if they knew about it because they did not know where to buy CRDs. She thought the loaner program should be just for those who cannot afford to buy CRDs and that \$5 for 9 months would be a reasonable rental fee. She believed a lot more people would borrow the seats if they were free than if a rental fee were charged. She said those that got the seat free would use it more but could not give a reason for her belief. She thought friends and the Health Department would be the most influential in telling new parents about car seats. She said they would not listen to police.

### Child Passenger Protection Law

Ms. V reported that she thought the child passenger protection law was a good idea. She thought it would be a good idea if other states had such laws because they would cut down on deaths.

### Government Intervention

Ms. V reported it had been a long time since she wore her seat belt. However, she thought it would be a good law to require people to wear seat belts and said she would wear hers if there were seat belts in the car. She thought certain TV shows should be banned by the government, especially the ones that portrayed violence.

### Related Health and Safety Issues

When asked about other government regulations, Ms. V suggested that immunizations should be delayed until the child is 6 months old. She said immunizations given when the child was too young caused too many deaths. She suggested that new mothers might want to know about sickness in young babies and how to fix formula.

Chattanooga Interview  
Mother: Ms. W  
Group: Did not obtain  
Use: Not applicable  
Interview Method: Live  
SES: Low  
CRD Status: Did not obtain

### Background Information

Ms. W was almost 30 years old when she had her second child. She was married and lived with her husband. She reported having completed the 9th grade. She visited the doctor 5 to 10 times during her pregnancy. She did not attend clinic nor return the Car Seat Questionnaire. She did not get a CRD while in the hospital, nor had she obtained one by the time of the interview, which occurred when her baby was 14 weeks old.

### Child Restraint Device Use

Ms. W reported she did not get a CRD because it takes too much time to use and she thought it did not work. She reported that she strapped the 4-year-old in with the seat belt and held the baby. She thought other people do not get car seats because "they don't think about it." She reported other people get car seats for safety reasons. When asked how important it is for parents to use car seats, she reported she had no friends with car seats.

### Loaner Program

Ms. W thought the loaner program was a good idea; however, she said that none of her friends would get CRDs because they were too proud to go to the Health Department. Instead they would wait until they could afford to buy them. She thought a loaner program should be just for those people who cannot afford to buy one and that parents could afford to pay \$5 for 9 months to rent one. She thought the same number of people would get CRDs if they were free or if they had to pay a rental fee. However, she expressed her belief that those that paid fees would use them more in order to get their money's worth. She thought doctors would be the best people to tell new parents about car seats and that police and friends would be ineffective.

### Child Passenger Protection Law

Ms. W thought the child passenger protection law was a good idea because it kept children from getting killed. She thought other states should pass such laws. She said she heard about the law on TV.

### Government Intervention

The previous month was the last time Ms. W reported wearing her seat belt. She usually did not wear it much, she reported. She said she probably would not wear her seat belt even if there were a law because it was uncomfortable. She thought certain TV programs should be shown later in the evening rather than banning them altogether. She also thought people

would not comply with any other health and safety laws because they are "stupid or lazy."

#### Related Health and Safety Issues

Ms. W suggested that information on general care of babies was needed by new mothers. She also suggested information on how to hold a baby when diapering and care when the baby was sick as other needed topics.

Chattanooga Interview  
Mother: Ms. X  
Group: Did not obtain  
Use: Not applicable  
Interview Method: Live  
SES: Low  
CRD Status: Did not obtain

### Background Information

Ms. X was 27 years old when she delivered her fourth child. She was single and lived alone with her children. She had finished 10th grade in school. She reported she saw the doctor between 1 and 4 times during her pregnancy. At the time of the interview, which was 4 weeks after her baby was born, she had not gotten a CRD. She attended the well-child clinic when her baby was 6 weeks old.

### Child Restraint Device Use

Ms. X reported she had not gotten a CRD because she did not have any money, did not have access to a car, and had not been to the Health Department. She thought other people get CRDs to "protect kids" and that they do not get CRDs because they cost too much money. She thought other people use car seats because they "can't drive and hold the baby" and to protect them in case of an accident. She said other people do not use car seats because "they don't think about putting on their seat belt." This mother realized the importance of car seats because she heard on the radio about a mother who had an accident but whose child was safe because she was in a car seat. Ms. X also saw a film clip on TV which showed a dummy going through the windshield and realized the difference it made in using car seats.

### Loaner Program

Ms. X thought the loaner program was a very good idea because it gave parents a chance to use CRDs. She expressed a desire to get one later. She thought all of her friends would use the program because they had no money to buy CRDs. She said anyone should be able to use loaner program services and that they could afford \$20 to rent a CRD for 9 months, although she had never priced one in the store. She said everybody would get seats if they were free, but those that paid rental fees would use them more. She thought the Health Department would be the best resource for informing new parents about the seats.

### Child Passenger Protection Law

Ms. X was highly supportive of the child passenger protection law and thought everyone should obey it and that other states should pass similar laws. She reported that "kids are the lightest thing in the car" and "they'd be the first ones to fly" around.

### Government Intervention

Ms. X reported she did not wear her seat belt because "they were lost behind the seats." A seat belt law would be good because "unless they demand it, they won't wear it." She said shows that portray violence and the "devil taking over a person" should be banned from TV.

### Related Health and Safety Issues

Ms. X had many ideas to include in a class for new parents. She suggested when to start feeding solids and how to fix milk, handle and care for a child, and identify signs of sickness and kinds of crying.

Chattanooga Interview  
Mother: Ms. Y  
Group: Did not obtain  
Use: Not applicable  
Interview Method: Live  
SES: Low  
CRD Status: Did not obtain

### Background Information

Ms. Y was 28 years old when she had her first child. She was single and lived alone. She completed a college degree and worked full time outside the home. She saw the doctor between 11 and 15 times during her pregnancy. She did not attend the well-child clinic. She did not get a CRD while in the hospital. She was interviewed when her child was 3 weeks old.

### Child Restraint Device Use

Ms. Y reported that she did not have access to a car at that time. She thought other people did not get car seats because they are lazy, they would rather sit and hold the baby, or they thought that the seats are too expensive. Other people get and use car seats to protect their children, according to this mother. Even if parents have seats, on occasion they do not use them because they are "lazy, put it off, or because it takes too much trouble," this mother thought. She had a friend with a 5-year-old who used a car seat. However, she also reported her sister had a small baby who would not sit in the CRD.

### Loaner Program

Ms. Y thought the loaner program was a good idea for those parents that cannot afford to buy a CRD. She thought all her friends would use the loaner program because they would not have to pay to get CRDs. She also thought they would be concerned about their children's safety. She thought anyone should be able to use the loaner program and that people could afford \$5 to rent a seat. She felt a "whole lot" more people would borrow seats if they were free than if a rental fee were charged. She was not sure if the renters or borrowers would use them more. She said people would get them just to have them but would use them only once or twice. Doctors, hospital personnel, and friends were suggested as the best people to tell new parents about car seats. Police were viewed as effective resources if they enforced the law.

### Child Passenger Protection Law

Ms. Y thought the child passenger protection law was a good one because "lots of babies get killed" unnecessarily. She thought other states should pass similar laws because the seats save lives.

### Government Intervention

Ms. Y reported she hardly ever wore her seat belt. If there were a seat belt law, she said "we would have to wear it" and that probably it would be a good idea because seat belts keep people from going through the windshield. She said parents should select what TV shows they want their children to watch and the government should not interfere. However, she said the government should mandate immunizations.

### Related Health and Safety Issues

Ms. Y had only one suggestion regarding services to new mothers. She said they needed information on ensuring that children eat right.

Knoxville Interview  
Mother: Ms. A  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. A is a young, Caucasian mother working full time in this community. She reported having a high school education and has worked full time the seven years she has been married. She took a short maternity leave with her first child, now seven months old. This baby stays at a nearby house in the care of a woman running an "in home" sitter service. Her husband works for a well-known firm. Both seem secure in their jobs and comfortable in their life style.

### Child Restraint Device Status and Use

When Ms. A became pregnant, she became aware of various health/safety issues, child passenger safety included. She took time to investigate the various available and approved child restraint devices (CRDs). She chose a toddler model which was later given to her as a shower present. The article about the Jaycee program was released soon thereafter in the local newspaper. She followed up on the given information and obtained a GM Infant carrier before the child was delivered.

She reported no trouble in using the infant carrier. In her opinion it is comfortable and easy to adjust. In all cars it is used for the safety/protection of her child. While the law has some influence in getting people motivated to obtain a CRD, she believes the surrounding motivating factor of others is for the safety of the child. Reasons why others refuse to get CRDs is due to a false notion "that they don't do any good" and an attitude of apathy. "If people care enough about their children they will get a CRD and use it." Reasons for not using CRDs may be attributed to inconvenience in extra time needed to get the child secured and cumbersome of them.

Ms. A reported slack in her use of the CRD when her child was a newborn. There were several times when riding with in-laws that the child was held in the arms of a nurturing adult. Now she claims that circumstances have changed and that there are absolutely no exceptions. She has become further aware of the danger of unrestrained trips, particularly after coverage of a local accident involving serious injury to young children.

### Loaner Program

Ms. A believes that the loaner program is a wonderful idea, is helping people, and is protecting children. She sees a need for more publicity through local coverage in order to make the public more aware of the program's advantages. Most of her friends, if needing CRDs, would obtain them through the program not only for the safety of the child, but also to avoid the necessity of buying two separate CRDs.

Everyone should be allowed to use the service. The \$7 charge, \$7 deposit is a good, reasonable fee. The deposit is necessary to prevent people from damaging or abusing the CRD. It seemed to be logical that more CRDs would be borrowed if a charge were required than if they were given for free. If people will not go to the trouble for \$7, they will not do so if they are free. Likewise, people are more apt to damage those things given to them freely. Consequently, people will use CRDs more if they are rented. Once a person pays for something and shows interest in it, that person will use it.

#### Child Passenger Protection Law

In her opinion, the law should have been passed long ago. She finds fault in the loopholes and claims that people are given an out in being allowed to hold the child. She strongly asserts that, if a child needs to be held, one needs to pull over and stop to do so. Other states should pass similar laws.

#### Government Intervention

Although Ms. A wears her seat belt 99 percent of the time, she is not in favor of a mandatory seat belt law. In her opinion, it would not work for the same reason that the child passenger protection law does not work. Seat belts still have not been perfected to the point where they are comfortable for all people. Until then, people will not bother to use them. Likewise, she is against governmental intervention on TV programming. It is the parent's decision to choose what the child may or may not watch. She seems open for all communication, yet, says that parents cannot be parents if they cannot make simple decisions.

Other laws which government should consider are more control on baby foods or more labeling of the foods it contains. She claims there are excessive amounts of both salt and sugar in many products. She is against government intervention in health/safety of adults, for adults should be able to decide their own destinies and should be able to care about abuse to themselves.

#### Related Health and Safety Issues

A need was mentioned for educating new mothers on newborn behavior and needs. Perhaps more classes could be offered locally, at places easily accessible to the public. People teaching classes also need to be available in event of an emergency and not necessarily free of charge.

Knoxville Interview  
Mother: Ms. B  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. B and her husband are newcomers to the Knoxville community. They are Caucasian, middle income, settling into a new home in a new subdivision in the West Knox area. Ms. B has three years of college from an out-of-town university. Currently, she is staying at home full time with her only seven month old child.

### Child Restraint Device Status and Use

Although this family still has the loaner infant carrier, it is no longer in use (they plan to return it soon). Their baby grew out of the bucket design at six months of age. Both parents strongly disliked the design. When the baby was a newborn, her legs went straight up into the air when she sat in the CRD. Only when a pad was used did the child seem in any normal position. They have been given a Kantwet by a relative whose child recently turned five. This infant rides much better in the Kantwet and "sits up nicely in it."

The mother reported using her CRD "all the time." The CRD was obtained from the loaner program while she was still pregnant; therefore, the baby had her first ride in it on the way home from the hospital. The only incidents reported when it was not in use was for a feeding and diapering period during a long trip. There is a genuine concern for the health/safety of the child as reflected in the parents' answers. They realize the infant's great susceptibility by injury and believe that precautions through the use of the infant carrier are vital.

Knowledge of car safety infant seats was presented first through a parenting course at Fort Sanders Hospital. While they were aware of it "being a good idea" before, the course served to increase their consciousness of the issue.

Many of their friends are presently expecting new children. Consequently, most have already obtained a car seat either through relatives, shower presents or the loaner program. Obtaining and using the seats are motivated by the safety protection features of seats.

In their opinion, neglect in getting car seats for young children reflects an attitude of ignorance or simply not thinking about the safety of the child. Those persons who have seats yet do not use them do not want to deal with the hassle of moving the seat to and from cars.

### Loaner Program

Ms. B sees the major strength in the service as a means of getting all parents into a good habit. She first read of the program in the newspaper and had seen some ads in magazines on GM infant Love Seats, but it was not until taking lessons at the hospital that she became fully informed. All of her friends would use the program unless they were given one as a gift.

In her opinion anyone should be allowed to use the loaner program. The \$7 rental fee and \$7 deposit is "most appropriate, very reasonable." Should the price be lowered more people might take advantage of it in a negative manner. They might borrow the seats more, but they may not take care of them. The rental fee will encourage parents not only to use the seats, but also to keep them in good shape. If people go to the trouble of paying the rent and deposit, they will keep the seats in good condition.

The best people to tell the public of the program are the Jaycees themselves, traveling to each hospital speaking to parents involved in the child care parental classes.

### Child Passenger Protection Law

This mother expressed support for the new law and talked of the need to pass similar laws in all other states. She believes that, because children do not have a choice in the decision of child safety, the government should intervene on their behalf. Adults, however, should make up their own mind concerning seat belt use.

### Government Intervention

Ms. B reported wearing her seat belt the day she was interviewed, however, it was an exception to the rule. Usually, she wore it only 1 percent of the time because of its basic inconvenience. They are not only a hassle, but they feel uncomfortable and are binding to her. She does not claim to be ignorant, just uncomfortable. She is against a government law requiring the usage of seat belts for "it is a shame to waste dollars" adding new laws to the books, particularly those which are "impossible to enforce." Should such a law be passed she would be angry and certainly would not wear the seat belt at all unless she were in a precarious situation--like in "Chicago in snow or ice."

Likewise, this mother is against governmental intervention on the issue of TV censorship. It is her contention that all categories of public needs should be served, those deemed perverted by some included. It is ultimately a question of parental discretion in choosing what each family will watch.

### Related Health and Safety Issues

No response was given for passing of further laws in areas of health/safety for both children and adults. She generally feels that there are too many laws imposed already. "With any law one can get out of a situation as it stands if one looks hard enough."

Knoxville Interview  
Mother: Ms. C  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. C is currently a participant in the Jaycee loaner program. She is a mother of two children, ages five years and seven months. She obtained her masters in public health several years ago and worked full time until the birth of her first child. Her husband is a professor at the university. They live in an elegant home in an upper income section of town. Her consciousness of child passenger safety is illustrated in one way by the fact that they now have three CRDs.

### Child Restraint Device Status and Use

No problems were reported in using the GM infant Love Seat and she has used it from the day her child was born. Knowledge of the loaner program came through the newspaper announcements. She sent her husband to pick up and rent the seat. She came to the hospital prepared with the seat ready to use it. Time was taken to obtain a special liner, one made of cotton, both cool and easy to clean from a local department store (an investment of about \$10). A suggestion was made that the loaner program provide liners too, for a small charge. This mother reports her child is restrained when riding in the car except on long trips in which case time has been taken to nurse the baby while the car was in motion.

The infant Love Seat is switched between the two cars in the family. For the older child, a toddler chair remains in each car--a Peterson in one and Headstrom in another. Obviously, traffic safety is very important to her family. She reports being "fanatical" about it. The five year old now notices whether or not other children in other cars are riding in CRDs and at times has prompted Ms. C to buckle her lap belt.

Knowledge of the importance of a CRD was first learned from Ms. C's older sister who became pregnant years ago. Little thought was given to the issue again until Ms. C became pregnant herself. Further information was given in her Lamaze classes at Fort Sanders Hospital. This mother seems to have always made herself aware of all the current health/safety issues.

She reported that most of her friends use CRDs. The few who do not usually do not bother half the time due to the inconvenience in using them (through changing seats to various cars). In general, the public is informed to get CRDs by media, consumer reports, and peers who have and use them. Reasons for not getting CRDs are financial; yet, this is only an excuse to cover a basic attitude of apathy.

Motivation for using CRDs for both high and low income homes reflected a concern for safety and protection. "Those that have their children are interested in the safety of their children." No mention of the law as the motivating force was mentioned.

### Loaner Program

Ms. C overwhelmingly supports the loaner program in Knoxville. She recommended a couple of changes, however: 1) to give CRDs out at hospitals (or have several easily accessible releasing/receiving stations), and 2) to put information about CRDs in obstetricians' offices. Should a toddler CRD service be initiated, she suggested using CRDs which would be raised high in order that the child may see out of the window and be comfortable and which would be easy to use. Some CRDs are easier to operate than others. The five-point harness is easy and can be adjusted in 10 seconds. Likewise, some CRDs look more comfortable than others.

Anyone should be able to use the program. The \$7 rental fee and \$7 deposit is "reasonable." In her opinion anyone could afford \$7. If they could not, it might be taken care of by welfare. She did not know if more CRDs would be borrowed for free than for a fee, but she thought that a charge should be required. Investing in anything is apt to make it more valuable.

The best people to tell new parents about the CRDs would be health department clinics, pediatricians, and obstetricians.

An interesting recommendation was given to have the CRDs available to rent at airports along with cars. She had the inconvenient task of hauling her CRD between several flights to and from both New York and Florida when various family members became ill. She had to take time checking the CRD like luggage, an effort that many parents would not put forth.

### Child Passenger Protection Law

The law is "good" except for the large loophole which allows parents to hold their children. In her opinion, this clause should be eliminated all together. Other states should pass such laws and should find measures to keep the law enforced. With the coverage of the media, much could be done to raise the public awareness surrounding the issue.

### Government Intervention

Ms. C wears her seat belt 100 percent of the time in a moving vehicle. Passing a law requiring its usage is a good idea, though she foresees problems in enforcing it. If it were passed though, "more people would use them." She is in favor, too, of passive restraint systems in all new automobiles.

She is against the government banning TV programs not suitable for children and feels this is an area in which parents should have control.

There is support for the government doing more in antismoking legislation in public places. Yet, the problem is never in passing laws so much as in enforcing those that are on the books. Token fines do little to discourage law violations. In relation to the child passenger protection law, police should make parents take fine money and buy a CRD. Little effect is seen in only charging parents caught in an accident involving a child. The law should read that a CRD would be obtained within 10 days or else the parent would face a much stiffer penalty.

#### Related Health and Safety Issues

Ms. C sees a need for stiffer requirements on disclosure of items in various food products, such as levels of sugar content in percent (e.g, 50 percent sugar in Frosted Flakes). Ice cream is not required to have any information on it whatsoever, and it may not even be real (as evident in McDonald's ice cream).

In terms of information on community services, she sees a need to educate new parents about "normal" baby behavior. Mothers need to be aware of reasons for crying, signs and symptoms of illness, and the point at which to call a doctor. She is in favor of information released on poisonous substances, harmful toys, and ways of protecting children from them.

Knoxville Interview  
Mother: Ms. D  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: High  
CRD Status: Present

### Background Information

Ms. D is a mother of three children, ages 5 years, 19 months and 9 months. When she is not keeping house and home, she is working part time for the local state technical school. She is caucasian and has been married for nine years. Currently, she and her husband live in an upper income area of town in a very comfortable home. She received a B.S. Degree from The University of Tennessee. Her husband is a lawyer in the community.

### Child Restraint Device Status and Use

This mother currently has three car seats--a Peterson, a Century (for the 19 month old) and the infant Love Seat for the infant. She reported having some problems with the infant Love Seat in terms of the design "scrunching up" the child into an awkward position. Also, she had a great difficulty rethreading one of the back straps when cleaning the device. She has had the Century seat for nine months now and likes it better than the GM infant Love Seat because it is higher, allowing the child to see out the window. In her opinion, the Century bucket shape is far superior to the GM infant Love Seat because it leans back and forth more and is easier to use than the infant Love Seat. In addition, it converts into a toddler chair. The Peterson is "horrible," because not only is it hard to handle, but it is much too hot for the child in the summer.

She reports "never, never" going anywhere without strapping in her children. She knows all too well the dangers and injuries possible even in little wrecks. She was a witness to a wreck behind a Knoxville mall this spring where two children were thrown through a windshield. She has always been fanatical about car safety long before the law was ever implemented. Starting children with the habit early seems to be the key, for if one "lets them go" they will learn of the freedom of being unrestrained and probably will like it. "If they never know it, they will never miss it." A side benefit, too, is that CRDs make it easier to drive without the children climbing all over the car.

She read of the loaner program in the local newspaper and obtained the CRD while still pregnant with her youngest child. She reports always being aware of the importance of car safety and is glad that much is being done to encourage the public more in this area. All of her friends have CRDs, and most use them. Those who do not usually have children who resist and are allowed "to get away with it."

The best means to influence the public to get and use CRDs are doctors who deal with battered children and the law. The Jaycees already have

more demand than supply; she believes more social organizations should have similar services. She suggests that hospitals, obstetricians, and pediatricians tell the public.

Reasons for not getting car seats are twofold--financial and ignorance of what can happen in a wreck. People who have CRDs, yet do not use them, are too lazy to take the extra time and effort involved in restraining the child. In her opinion, one "has to be motivated" to use CRDs, especially in two-door cars and when more than one device is used simultaneously. Summer is especially hard because of the intense heat. Liners help, but they are an extra expense.

This mother uses all car seats faithfully, both alone and with others in the car, and reports never going in a moving vehicle without them.

#### Loaner Program

Ms. D is in favor of the program, but has recommended that a different CRD be used, as stated before. Also, she would like to see several centralized distribution points rather than one private home to which to return them. Due to her location in town, this was somewhat of an inconvenience for her. Most of her friends would use the program to avoid buying a CRD that is useful for a limited time only. The only case in which people would not use it would be if they were given a seat or bought one knowing there would be several children in the family.

Ms. D thought everyone should be able to use the lending program yet she did express some guilt in using it herself. She believes that lower income individuals would be less likely to buy one because of the expense; the entire GM system is \$80 which is a good sum for any income level. The \$7 deposit and \$7 rental fee is most reasonable and affordable for all concerned. There would be no difference in the number of seats borrowed if they were given for free because "\$7 is practically free anyway. The \$7 tends to encourage people to take care of the seat. When things are given to a person for free, they tend to not appreciate it; once they pay money, there is more of a tendency to use them."

The best people to tell the public of the program is the Jaycees (through hospital classes) the media, and obstetricians. Most people become interested and receptive to the knowledge when they are expecting a child. Centering in on these people is crucial for the program to be a success.

#### Child Passenger Protection Law

Ms. D is in favor of the law, yet she believes it should state that a person is charged a \$20 fine for not having a car seat (or has an option to buy one). She is in favor of passing the law over all the country for there has been a difference in Tennessee since the law has been in effect.

### Government Intervention

Ms. D reports wearing her seat belt 100 percent of the time the car is in motion. She would support a law in favor of requiring its usage by the general public. Any means of saving lives should be pushed, air bags included for "these have been proved to be more safe than a seat belt."

She is strongly against the government banning any TV programs not suitable for children for it is her opinion that it should be up to each individual family to choose programs for their children. Banning some will not please everyone for no one will ever totally agree.

Other laws related to health/safety to be considered include better labeling on packages for those people who have to contend with allergies (e.g., wheat, eggs, and milk). In order to get a complete listing of ingredients, one has to write the company. While Campbell vegetable soup has wheat in it, it is listed on the label as a "modified starch" which can imply wheat, corn, oats, etc. She is in favor of laws to ensure that children receive all necessary shots before entering school.

One suggestion was made in relation to health and safety of adults, that is, to ban cigarette smoking and to quit marketing them all together.

### Related Health and Safety Issues

Ms. D believes that the community should become more involved in educating new mothers in the basics in child care.

Knoxville Interview  
Mother: Ms. E  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. E is a mother of one child now five months of age. She is Caucasian, married for a couple of years, is currently working full time at a plant in Oak Ridge. She has a B.S. degree and has worked full time since she received her degree except for a short maternity leave.

### Child Restraint Device Status and Use

For the most part this mother likes the GM infant Love Seat, though reports it is "hard to adjust," particularly in their Grenada, for the seat belts are not long enough to hold it at a tilt, at least in the back seat. The seat was obtained while she was pregnant and was first used on her way home from the hospital. They have used it ever since, even though the child was first in an awkward position ("with feet in the air") in the early months. They have plans to get a Strolee in the near future. Obviously, time was taken to check out alternative styles in toddler seats. The Strolee seemed to be the sturdiest; also, they report "no trouble" in having to "bolt down" the seat.

Currently, this family switches the seat back and forth between both cars. An advantage she claims, particularly in winter, is that the child can be bundled up in the house and taken out "seat and all" to the car. In other models this is impossible. She definitely believes in the use of the CRDs for the safety/protection of the child and reports using the seat all the time except for short periods of time on long trips. On the last long trip, the baby was fussy and was out of the seat for a couple of 30-minute intervals for feeding, diapering, and attention. They provide toys to distract and entertain the child.

People are mostly influenced by the law to get and use car seats. They noted that in North Carolina (where there is no law) it is rare to see a car seat at all. Reasons people in Tennessee do not get CRDs is due to finances, for they do not want to give \$40 for a seat, not even for a three-year period. This is particularly true for parents who never remember riding in a car seat themselves. Those that have car seats, yet refuse to use them do so because of inconvenience or lack of knowledge of the conveniences from using seats. It is hard to use them until one learns how to work them properly.

### Loaner Program

Ms. E first heard of the loaner program when she became pregnant and attended classes at Fort Sanders Hospital. She and her husband later attended a carnival at the Knights of Columbus. The Jaycees had a booth

with all the information on the CRDs and it was at that time they signed up for a car seat. They were able to get one while she was still pregnant to have on the first trip home from the hospital.

The program is an "excellent idea," but it needs more coverage. Their friends have never heard of the loaner program. Also, the distribution point in Farragut makes it difficult for parents in the south and north ends of town to obtain and return the seats. One friend was interested in getting one until she found out that she had to drive to Campbell Station Road. The service should be easy for people to get to or they will not take advantage of it. Two advantages mentioned were the reasonable price and the time allowed to go shop for a more permanent seat.

Anyone should be allowed to use the service because parents may not want to spend \$20 on a seat usable for nine months only. Also, the big CRDs may seem too big, causing the parent to wait until the child grows to get one. People should buy car seats regardless of income due to the lack of "placing a price" on safety of children. Seven dollars is "very reasonable." Getting one cheaper than \$7 would be "giving it away," which would cheapen the service and cause people either not to use it at all or to abuse it in some form or fashion.

The best means to publicize the program are the media (TV commercials, newspaper ads) and information at obstetrician offices.

#### Child Passenger Protection Law

This mother thinks the law is a good law which makes people aware of protection for their children. Without the law, most people would resort to simple infant carriers. She is in favor of the law being passed nationally.

#### Government Intervention

Ms. E reports wearing her seat belt "all the time" and "always has" except in the later months of her pregnancy due to discomfort. She would be in favor of a law requiring its usage. She believes, however, that such a law would be difficult to enforce. Perhaps the better alternative would be to put passive restraint systems in all makes and models of cars.

She would not support a law banning certain TV shows, for if a decision is made that the program is not good for the child, then it must hold true that it is not good for the parents either--who would decide then? It should be up to each family unit to decide what shows are OK to view.

The parent seemed concerned about the high concentrations of salt, sugar, and tapioca in baby food products and would like to see all three removed all together. She reported that the tapioca is a starch and too much of it makes the child "burp." While it is nice as a thickener or preservative, it should still be discarded.

### Related Health and Safety Issues

While the government may increase awareness in the public, it often remains the responsibility of individual adults to make health/safety decisions. This mother seemed in favor of more control of day care facilities, improving them in terms of both staff ratios and general cleanliness. Also, she sees a need for more courses to teach parents about caring for newborn infants, perhaps even having people available to come out to a person's home to show them how to do various tasks.

Knoxville Interview  
Mother: Ms. F  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Returned

### Background Information

Ms. F has been married for several years, is now the mother of two children, four years and nine months. She is home full time with the children. Her husband is an engineer at one of the plants in Oak Ridge. She attended college for three years, but never finished. At the time of the interview the GM infant Love Seat had been returned.

### Child Restraint Device Status and Use

No trouble was reported in using the infant Love Seat. Her son grew quickly and became uncomfortable in it around eight months of age. She now has a Bobby Mac car seat which she obtained from a friend. She was pleased because she had seen this type seat advertised in a magazine and knew it was a "good, safe one," and she was able to buy it for an especially low price. The only feature she dislikes about the Bobby Mac is the plastic shield. However, the shield seems to be used only for very small infants. She now only uses the inside harness. The child seems to like sitting up facing the front of the car.

The other child now uses a seat belt. The interviewer suggested using a pillow, for the child is small for her age. The mother seems to have an attitude of concern for the safety of her children. While she has known the importance of car safety "all along," she became more aware of it when pregnant with her first child. Her brother had a child first and passed along a car seat to her, but it was not known if it was federally approved.

People are mostly influenced by their friends to get car seats and do so to protect their children. Reasons for not getting the seats are money and apathy.

Those that have car seats and do not use them are often "in a hurry" and simply feel inconvenienced. One occasion which she mentioned was a time when she was with another person in their car and there was not enough room for her child's car seat. If she is in her own car, the CRD is used 100 percent of the time the car is in motion.

### Loaner Program

While pregnant with the second child, this mother planned to buy a car seat from a friend, but her friend decided not to sell (in hopes of having more children). While in the hospital room another woman talked about getting a car seat from the loaner program. She managed to obtain one for herself when the baby was two weeks old. She thinks that the loaner program is a "great idea" but offered no further recommendations for it.

Ms. F believes that anyone who expresses a need for a seat should be allowed to have one. The \$7 rental fee, \$7 deposit is a good idea, too. Not only is the \$7 reasonable, but the deposit protects the Jaycees from having their product abused. While more people might borrow seats if they were free, it would not be a good idea, for they might never be returned. In her opinion, pediatricians and obstetricians would be the best people to get the word out to expectant mothers.

#### Child Passenger Protection Law

The law is thought to be a good one, and one necessary to cut down on children's injury or death. She would be in favor of it being passed in other states as well.

#### Government Intervention

Ms. F reports using her seat belt all the time, primarily due to a fear of being hurled at her children, crushing them in the event of a wreck. She would mildly support a law requiring its usage for adults, for she thinks that while it may be a good law it would not make a difference due to the difficulties in enforcing it. She is strongly opposed to the government intervening in TV programming for the government "can't tell you everything to do" without infringing on our rights as individuals. It is definitely up to the discretion of the family. Therefore, she is against the government passing any further laws, particularly in areas of adult protection. Adults have the right to make decisions for themselves.

#### Related Health and Safety Issues

No response.

Knoxville Interview  
Mother: Ms. G  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Returned

### Background Information

Ms. G has been married for several years and now has one child age nine months. She attended college, but never obtained a degree. Currently, she is working full time, and her child stays with a sitter who keeps a few young children. At the time of the interview, the GM infant Love Seat had been returned.

### Child Restraint Device Status and Use

This family first decided to get a car seat after hearing of their importance in classes offered at Fort Sanders hospital. Two people came to speak from the Jaycee program. While there, the Jaycees mentioned Strolees as being one of the top-rated restraint devices. Therefore, before the infant Love Seat, was returned they had bought a Strollee. They are pleased with it although it is less convenient due to the increased number of straps.

While using the infant Love Seat, they had some difficulties, particularly in fitting it properly in their Bobcat. When they attempted to face the seat toward the rear of the car, the seat tended to lean too far forward. They needed to use a pillow to level it. Also, it was not nearly as secure as the Strollee. By six months of age, their child was so active that he would lift himself and push forward, and that was the major reason they began to use the Strollee before he ever reached 20 pounds. The plastic on the infant Love Seat had a few rough sharp edges; therefore, they saw a need for them to be inspected at the factory.

The baby rode nicely in a seat up until a month ago. Because she breastfed, this mother would take her baby out of the seat to nurse him. Now she claims to keep him in the seat all the time, even on short trips. He has begun to scream now when placed in the seat. They give him toys to try to entertain him and, as a last resort, one of them sits in the back seat with him to keep him distracted.

They obviously feel it is very important to use CRDs for safety and protection. They seem to be willing to put up with a few tears, too. They use seat belts all the time; therefore, they would not think of not using restraints with their children. Ms. G feels that possibly some people use car seats due to the "law," but most get them with safety being a key factor. Those that do not bother possibly do not wear seat belts and do not care. Those that have CRDs but do not use them do so because of the inconvenience factor. She reports they are all inconvenient both physically and emotionally. If one does not use it all the time, it is worse. At first her child did not fit well in the bucket style, but he did not care. He does object now because the straps are more confining. Also, it is a longer process getting strapped in now than before.

### Loaner Program

The program is a "good idea" mostly because it is not worth the price of \$20 to get a seat to use for such a short period of time. The Strolee, while made for an infant, is too big at first--even the infant Love Seat is too big at birth and needs pillows to prop up the child.

All of her friends would use the loaner program, and some do now. It was especially helpful to her to be able to get a car seat while she was still pregnant. Those people who would not use one would probably already have a seat given to them. At any rate, anyone should be able to use the service. The \$7 rental fee and \$7 deposit are good. She believes the deposit should be placed at a price that would cover the cost of replacing the seat should it not be returned. She could not perceive any differences if the seats were free or not in terms of borrowing rates or usage. The key would be in the deposit, mostly to prevent abuse. The best people to inform parents are hospital classes offered to expectant families.

### Child Passenger Protection Law

While the law has good intentions, its loophole is recognized. While the loophole is not good, it does hurt the low income person if it is removed. The battle seems circular. Other states should pass similar laws for the laws force people to think about the issue and its implications. She has noticed articles in newspapers a couple of times in which a child is saved from severe injury because of a CRD. She thinks that overall the law is good and not too harsh as it presently stands.

### Government Intervention

As stated before, wearing seat belts is a habit in her family and has been for years. She is all in favor of an obnoxious buzzer to remind people that they have not fastened their seat belts, but she is not in favor of the government passing law requiring seat belt usage for adults. While seat belt use is now required at work all the time a car is in motion (both work for the state) she and her husband would vote against a law per se. They would rather have it in a clause in an insurance policy, making it a matter of choice. A child does not have a choice, but an adult should decide if he/she wants to go through a windshield. Having lower insurance rates would be a motivation for some and a reward for those that do have the habit.

Ms. G is strongly against government intervention concerning TV programs. In all cases it should be up to the parents discretion.

### Related Health and Safety Issues

Ms. G saw a need for classes offered to expectant mothers on the topic of C-Section births. Unless one goes to Lamaze, one never gets any information regarding this. She is also in favor of more basic child care classes being offered in this community.

Knoxville Interview  
Mother: Ms. H  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. H is a Caucasian woman married now for three years. She and her husband have one child age seven months. This mother received her RN degree in Knoxville and currently works at Fort Sanders Hospital on a part-time basis. Presently she has and uses the GM infant Love Seat from the Knox County Jaycee program.

### Child Restraint Device Status and Use

No problems were cited in using the GM infant Love Seat in terms of cleaning and general use. She reported using the seat "all the time," both inside as a feeding carrier and as a CRD. Time has always been taken to switch the seat between both cars, with the seat fitting well in both models. She noted that her child now is getting uncomfortable in the bucket position and continues to try to sit up straight in it. She has already obtained another car seat from her sister-in-law, a Strolee model which appears to be very old. The interviewer did not notice any approved federal labels on it and has some questions as to its safety.

Ms. H had used the infant Love Seat the day this interview took place for a trip to the doctor's office. She reported using the seat 95 percent of the time the car is in motion. She quickly recalled an incident a week previous to this meeting where she and her husband drove a short trip to the grocery and held the baby. She honestly reported that the seat is now used except for three instances: (1) when she rides in someone else's car, (2) when she goes on a short trip, and (3) when she rides with the grandmother (for grandmother wants to hold the child even in a moving car). She never has tried to explain to the grandmother the importance of the infant Love Seat. It is believed that she basically condones CRD usage.

Overall, she believes that CRDs are vitally important for the safety of children and believes others get seats because of their concern for their children. She first heard of the importance of using a CRD when she noticed an ad in a newspaper about the Jaycee loaner program. At this time she was pregnant and was already aware of health and safety issues pertaining to infants. Previous to this time she had not given the matter a second thought.

It was reported that all of her friends have and use similar devices. She now notices parked cars in various lots, particularly at the hospital, and seems to believe a great percentage of the cars have restraints in them.

Reasons why people do not get car seats seem to fall under a basic attitude of apathy. Those that have CRDs yet continue not to use them "don't realize how important they are." Because this mother has three major exceptions to the use of a CRD, it is believed that she talks more of her use than actually practices it.

### Loaner Program

Ms. H had some very positive thoughts for the Jaycee program and its goals. She is in favor of this program and has some friends in the process of using it at her recommendation. She suggested that the service start to provide liners for people to buy when the CRD is picked up. She realizes that they could not be rented for they could be torn so easily. It was merely one way to meet needs of new mothers and save her the time from going to a local department store. She seems to think that the liners are absolutely necessary for the comfort of the child. Vinyl is much too hot against the child's body, its head in particular.

She is in favor of loaning seats to "anyone who will look decent enough to take care of it." No further explanation was given on what constituted a person in this category. The \$7 rental fee, and \$7 deposit are "good ideas." Not only are they reasonable, but they ensure the program of not losing money due to the lack of care. She could not see any differences in the usage rates for lending for free vs. for a small fee. Seven dollars to her is "practically free" however. The deposit is absolutely necessary. From her viewpoint, she would use her CRD equally as much if it had been given to her as a gift.

The best people to tell others of the loaner program are those who have used the service and the local media.

### Child Passenger Protection Law

She expressed support for the law and believed that such laws should be passed in other states as well. The reason for doing so is to get the public more active in saving children's lives.

### Government Intervention

Ms. H reports never wearing her seat belt and while she knows she should do so, she chooses not to do so--no reason or excuse was provided. She would support the government passing a law requiring its usage, however, and would begin to wear hers if the law was passed. Likewise, she was in favor of banning certain TV shows or airing those in question late in the evening.

In terms of government intervention on other health and safety laws, she sees a need for certain food preservatives to be banned, particularly those found in common "junk foods." More prenatal child care classes are needed in the Knoxville community. Good hygiene, diet, vitamins and basic infant care are topics most necessary for new mothers.

Related Health and Safety Issues

Ms. H could not think of any laws the government should pass to improve the health and safety of adults, because "adults will do whatever they feel like doing anyway."

Knoxville Interview  
Mother: Ms. I  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. I is currently at home full time with her first eight week old child. She and her husband live in an upper income section of town. Both have high educational backgrounds. The mother reported attending graduate school but never received a graduate degree. They now have two CRDs, the infant Love Seat from the Jaycee Program and a Century Trav-L-Guard, a toddler seat given to them as a shower gift.

### Child Restraint Device Status and Use

The mother seemed very pleased with the use of the GM infant Love Seat for use both inside the home and in the car. No trouble was reported, though some inconveniences were mentioned in adjusting straps, and in moving the seat back and forth between cars. Although they received the Century months before they obtained the GM infant Love Seat, they decided it was too large for a newborn.

She reports using her car seat "all the time without fail" even those times when all three of them pack into the front seat of their medium sized car. They have used the seat since the first trip home from the hospital. Obviously, she feels strongly about the safety of her child. The CRD's extra benefit is in making it easier for mom to drive once the children are restrained and quiet.

Knowledge of the importance of a CRD was first formally obtained through newspaper magazine articles once she became pregnant, although she claims she has always been aware of seat belt safety. People who refuse to get CRDs simply have an attitude of not believing anything horrible can happen to them. People particularly feel safe if they were never required to be restrained as a child themselves. People who have a CRD yet do not use it probably do so because of the inconvenience. She does agree that consistent use of CRDs requires some self-discipline for they are "time consuming" and sometimes difficult to get "just right." She realizes it is much easier simply to get into a car and to take off, particularly if a third party is involved.

When asked if she had ever taken her child out when he was fussy or hungry, she said "no." They have not taken a long trip since the child was born.

### Loaner Program

The service is "OK," but it needs to be bigger and to have more seats so that no one will be turned away. Likewise, she sees a need for toddler

CRDs to be a part of the service. Also, the program needs more advertisement. If people do not take Lamaze classes, the chances are slim that people will ever hear of it.

At the time of the interview she had several friends either using the program or planning to use it soon, at her recommendation. She feels strongly that all people should be able to use the service, even those who cannot afford the \$14 should be able to have the seat for free. Otherwise, the \$7 rental fee, and \$7 deposit is a reasonable fee, and one per vehicle ensures the safety of the seat itself. She could see no differences in the use of the seat if given free or if rented. However, she thinks the program would operate more efficiently if it had income from the rental fees.

The best people to tell new parents of the program are hospitals, and Lamaze classes.

#### Child Passenger Protection Law

The mother feels most strongly about the law and is aware of the loopholes and believes they should be removed. Other states should pass similar laws, too, for the obvious reason of greater protection of children.

#### Government Intervention

The last time this mother remembered not wearing a seat belt was on the way home from the hospital. At that time she was in the middle of the front seat (which had no seat belt). Otherwise, she claims to be a seat belt fanatic, never going without one unless one is not provided. She claims that her good habit is based on her father's example and rule when she was growing up. While a governmental law requiring seat belt usage would be "good," it would not be enforced easily. She would still be in favor of such a law, for in her opinion it makes a difference in the life and death of people. She is against the government banning TV programs, for she feels strongly that parents should decide what they want to watch and not to watch. It is a moral issue and one in which the government should have no voice.

#### Related Health and Safety Issues

Ms. I had no further responses on health and safety laws.

Knoxville Interview  
Mother: Ms. J  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Low  
CRD Status: Present

### Background Information

At the time of this interview, Ms. J had been home for 24 hours from a 10-day visit to the hospital. Although she appeared tired and pale, she insisted that the interview take place. This mother is married and stays home part time with her two children, ages four years and nine months respectively. She is working part-time at a local grocery store chain. Her education consists of a high school degree, and her income level is low. While she and her family obviously live on a meager salary, their home environment reflected remarkable cleanliness and order.

### Child Restraint Device Status and Use

Ms. J reported that the GM infant Love Seat obtained through the loaner program is no longer usable for her child. In fact, the baby had outgrown the seat at the age of seven months. She currently is using a nonapproved car seat, one that has leg prongs which slip behind the car's seat itself. While she would like to have an approved seat, she cannot afford one. The seat she has will "make do" as it did for the other child who is now four.

When her baby did fit into the GM infant Love Seat, she reported using it "all the time," even times in which she had other passengers in the car. She is aware of the importance of car seats for the safety and protection of children and believes it is a "very good idea" to prevent them from being "slung out" of the car when a sudden stop occurs.

Ms. J first learned of the service after reading a feature article on the program in the local newspaper. At the time she was pregnant and was following current trends of the prenatal care advice. She was able to obtain an infant Love Seat before she delivered her child.

She claims that few of her friends have car seats, and those who do will not use them because they allow their children to rule and have their way. In general, people who make the effort to get car seats do so with safety and protection in mind. The most influential factor in encouraging the public, she believes, is through the use of scare tactics, i.e., films involving seriously injured children. Reasons for not getting a CRD are financial and, in some cases, ignorance in not understanding how vital they are in preventing serious injury.

This mother reported that she does not use her nonapproved seat when her husband rides in the car with her. She will hold the baby unless she is driving alone. Usually she only drives the child back and forth from the babysitter's house, a very short distance from her house.

### Loaner Program

This mother liked the program "very much" and recommended making the point of distribution closer into the city. She said she told one friend of the service, yet the friend had difficulty reaching the Jaycees, gave up and bought a CRD. If the service were "more convenient," more people would use its services.

In her discussion, she related the belief that the program should be available to anyone who desired to use it. Fourteen dollars seemed to be a reasonable price as well. When asked if more people would borrow the seats if they were free, she responded, "most definitely," yet she thought the seats might not ever be returned in good condition. "Most people take advantage of things given to them freely," a comment made in negative terms. The best people to tell others of the service are those who have used it in the past.

### Child Passenger Protection Law

This mother was not aware of a law requiring use of a car seat for children age four and under. When the law was explained, she expressed favor for it and seemed to think it would be advantageous to have similar laws in other states.

### Government Intervention

Ms. J could not recall the last time in which she wore her seat belt. She gave no reason for the neglect but simply stated that she preferred to go without one. She said she would support a law requiring its usage and would comply with the law by wearing hers if it were passed. Likewise, she was in favor of the government banning TV shows that are not suitable for children's viewing, including "trashy comedy shows."

### Related Health and Safety Issues

She expressed a need for the Knoxville community to provide basic information in child care and parenting. She is concerned that she has spoiled her first child and would like suggestion of ways of not spoiling her second child. She also would like to see more welfare nursing school programs developed like the one her daughter attended at the Church of the Ascension for \$5 a month.

Knoxville Interview  
Mother: Ms. K  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. K is a young caucasian woman currently at home full time with her six month old child. She had been working 40 hours a week up until the time her first child was born. She reported having some college, but she never finishing her degree. At the time of the interview she was using the GM infant Love Seat obtained through the Jaycee Program.

### Child Restraint Device Status and Use

This mother is most appreciative in having the CRD for her own use. She reported having no trouble in any form with the seat itself. The child sits in it very well and has always appeared to be comfortable in it. As of yet, they have not thought about a toddler restraint. She is hoping that the Jaycees will have toddler seats available at the time of return of the GM infant Love Seat.

Ms. K believes that it is very important for parents to use CRDs for the safety and protection of their children. She fears that holding a child might result in the child being pushed through the windshield on impact in a wreck. It seems plausible to her that having a CRD would decrease the chances for a wreck by keeping a small child out of the way of the driver.

At the time of the interview, she reported using the seat within the previous 24 hours on short trips to the cleaners. If she is alone, the seat is placed backwards in the front seat. Should her husband go along, the baby fits nicely in the back seat too. She reports never taking her child out of the seat except for short periods when the child is crying (this had occurred maybe three times since birth). A long trip to Virginia was planned for the upcoming weekend. It would be the first long trip using the infant Love Seat. She was curious how the baby would respond to sitting and sleeping in it for an extended period of time. It is assumed that the child would be held in the moving car in the event of tears for whatever reason.

People get car seats because peer pressure influences them. The law serves to influence some, too; but because it is not enforced, it does little more than to increase public awareness. In her opinion, most cars in Knoxville are not "fit for the street"; consequently, a CRD will do little good in the event of a wreck. The people who do not get CRDs either cannot afford them or refuse to take the extra time to get and use them. People who have car seats but do not use them have an attitude of immortality. She has little tolerance for these people as she herself uses the car seats every time even when on short trips to the store.

### Loaner Program

Ms. K thinks that the loaner service is "fantastic" and awaits the time when she will be able to borrow a toddler CRD (should such a program ever go into effect). She has recommended it to some of her friends. For her, the program is a wonderful way to save money, for to buy one to use for only nine months is expensive. In her opinion, anyone should be allowed to use the service because the seats are so sturdy. She sees little problem with them getting torn up amongst the "rougher class." Likewise, the middle class often is discriminated against; therefore it should especially be available to them. Otherwise this is a case of reverse discrimination.

The \$7 rental fee plus the \$7 deposit seems to be a reasonable price. She thinks it is actually quite low; yet if it were raised much more, people would probably not take advantage of the program. The seats should not be given for free for it might discourage usage, for the public, she believes, does not value items given freely. Any person could afford \$14 over a nine month time span.

The best people to tell new parents about the program are gynecologists, pediatricians and hospital prenatal programs. She had one friend who attended a St. Mary's program yet never heard about the loaner program as did those attending Fort Sanders.

### Child Passenger Protection Law

This parent is in favor of the law, yet she feels it is not properly enforced. She has never seen anyone pulled over and has been very aware of the many cars with unrestrained children. She is also in favor of the law being passed in other states to protect more children from injury and death.

### Government Intervention

Ms. K had worn her seat belt the day this interview took place. She asserted that she wears it "all the time." However, she does not think that the government could enforce a law of this nature nationwide, for there are those who are paranoid of being restrained in a car. Adults in this country should have the choice to wear them or not. Likewise, she is against the government intervening in TV censorship. Again, this should be an adult's choice. In her opinion, the government is into "too much" already and does not need more laws on paper, particularly those that pertain to adults.

In terms of other laws related to health and safety of children, she suggested making immunizations mandatory for all infants rather than waiting until age six before the first shot is received as is common in country communities.

### Related Health and Safety Issues

The Knoxville community needs more basic child birth classes, infant care courses and parenting courses because new information is uncovered all the time and is helpful to all parents.

Knoxville Interview  
Mother: Ms. L  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: High  
CRD Status: Present

### Background Information

Ms. L is currently married and staying home full time with her first child, age eight months. She reported having a B.S. degree from a local university. Her house and area of town reflected a high income range. Although she still has the infant Love Seat, she is no longer using it because the baby grew out of it at age six months. She has purchased a GM toddler seat and seemed pleased with it thus far.

### Child Restraint Device Status and Use

This mother reported some problem with the infant Love Seat, particularly in its design. She has investigated others as well and believes that all have their disadvantages. She described their child as being "bent up" when placed in it as a newborn, a problem easily relieved with the use of extra padding. The straps were a hassle, too; she had to tighten them with every use. The major advantage of the seat above and beyond the obvious safety feature was that it served as an indoor infant seat. Also, it fit inside the stroller, which was an added convenience.

The GM toddler seat seems to be designed better, particularly in the way of allowing the child to sit up and see out of the window. Of all of the seats she considered, the GM toddler seat seemed the most convenient (versatile) of them to use. She viewed a film which showed all the various models, and while all protected well, she definitely preferred ones without excessive enclosure (as evidenced in shield designs). Her husband works for GM which may have influenced her opinion somewhat.

Her first knowledge of the loaner program came from child birth classes given at University Hospital. The Jaycees came in to make a presentation and allowed all expecting parents to sign up the same evening. This interviewer speculates that she signed up to support the Jaycee program for it seems plausible that she could have obtained one free from her husband's close connections.

Her concern for health and safety of her child was obvious throughout the discussion. She reported having worn her seat belts as a child and has become "fanatical," never going in any moving vehicle without wearing a restraint. She wants to teach her child good habits early and desires to protect him to the best of her ability. She did claim to take the baby out of the seat during feedings on a long trip up North. Otherwise, the child has always been in his seat, beginning with the trip home from the hospital.

Ms. L believes that other people get car seats for the very same reasons which she considers concerns for a child's safety. The media, she assumes, is the best way to teach and inform the public. Reasons other

people do not get car seats fall under either an attitude of apathy in not caring enough to spend \$30 for a restraint or ignorance of damage possible in the event of a wreck. Persons who have CRDs yet refuse to use them are probably inconvenienced this she fully understands. She agrees that the seats are not designed for those in a hurry.

#### Loaner Program

Ms. L felt that having only one distribution point was a disadvantage to the program. Having alternative pickup/dropoff points in town would be beneficial. She also felt that the service needed more publicity. Otherwise she felt very positive about the service and its help in protecting children. It was suggested that, because many people do not attend child birth classes, information pamphlets should be left in doctors' offices and that advertisements should be run through the public broadcasting service.

Because most of her friends are GM employees, most would not need the loaner program; yet, she does inform friends who are pregnant. She reported that she could have obtained a GM infant Love Seat permanently for \$10 but desired to support the service.

The \$7 rental fee and the \$7 deposit she felt was adequate provided that low-income families could afford the \$7. She suggested that the system allow for those who needed a seat to be given one freely if necessary and that the program extend to loaning toddler seats as well. The public at large should pay a rental fee to cover the cost of the seats. No differences could be envisioned between those who obtained seats for free vs. those who rented seats. It was believed that those who expressed a desire for one would use it regardless.

#### Child Passenger Protection Law

Ms. L believed the law to be a good law and one for encouraging parents to restrain their children. She expressed favor in passing the law in other states as well.

#### Government Intervention

Both Ms. L and her husband wear safety belts 100 percent of the time a car is in motion; however, she disagrees with the government passing a law requiring its usage. She asserted that seat belt usage and choosing TV programs should be a matter of personal choice. Some simply choose not to wear seat belts because they are uncomfortable.

Need was cited for the government to publish pamphlets (and to circulate them in hospitals) with information on food allergies which might cause problems in babies. Likewise, they should relate information on how to feed for the first year (i.e., which vegetable to begin trying).

#### Related Health and Safety Issues

No response.

Knoxville Interview  
Mother: Ms. M  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. M is white, is married and has two children. She has her master's degree and is presently taking a class from The University of Tennessee. She does not work outside of the home. She lives with her family and estimates that she visited the doctor 11 to 15 times prior to delivery.

### Child Restraint Device Status and Use

Ms. M read about the loaner program in an article in the newspaper. She then obtained the CRD from Mr. Mallicote who explained the program to her. She has had the CRD eight months and is ready to return it. Ms. M had a Bobby Mac for her child when he was born. She did not like the seat, so she obtained one from the loaner program. Her oldest child is three and uses a Strolee. She plans to use the Bobby Mac with her youngest child until she can obtain a harness for her oldest child. Then, the younger child will use the Strolee. Ms. M had some trouble with the straps on the CRD. Her uncle tried to fix them, but he only made them worse.

Ms. M talked to a friend about getting a CRD. Her friend could not afford one, so Ms. M bought one for her. Ms. M always puts her children in the car seats. She thinks that it is "very important" for parents to use car seats with children. Ms. M has read articles in the newspaper and has seen information in the doctor's office about the importance of using car seats with young children.

Ms. M said "all" of her friends with young children have CRDs. But some use them and some do not. Ms. M thinks that people get CRDs to protect their children. She thinks that "other people and friends" influence parents to get CRDs. She thinks that some people do not get car seats because they cannot afford them or because they do not feel seats are worth the trouble. Some do not get seats because they do not want to drill a hole for the tether strap. After parents buy the seats, she thinks that they use them for the safety of their children. She thinks that other people do not use car seats because car seats are too much trouble to fasten in and trade from car to car.

### Loaner Program

Ms. M likes the loaner program but thinks it is "too far away" and needs to be located more centrally. Also, she thinks the program needs to be publicized more. Ms. M said that two of her friends with young children would use the loaner program if they could. She thought their reasons would be for the protection and so they did not have to buy a CRD.

Ms. M thinks that "anyone" should be allowed to use the loaner program. She thinks that the fee now is fine. She thinks that more people would borrow the seats if they were free; but she also thinks that more people would use seats if they paid. She thinks that pediatricians and friends are the best people to tell parents about the seats.

#### Child Passenger Protection Law

Ms. M thinks that the child passenger protection law is a "very good" law. When she sees a child not in a CRD, it upsets her. She thinks other states should pass such laws to protect children. "People will not do it unless they make a law."

#### Government Intervention

Ms. M wears her seat belt everytime she drives. She would support a law requiring people to wear seat belts. Ms. M does not think that the government should ban certain TV shows if they are not good for children to watch. She said most of them come on after 9:00 at night. Ms. M could not think of any laws which the government should pass to improve the health and safety of children or adults.

#### Related Health and Safety Issues

Ms. M could not think of any programs which could be offered to new mothers about the health and safety of their children.

Knoxville Interview  
Mother: Ms. N  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. N is white, has been married four years and has one child. She and her husband both have masters degrees. She works full time and does not attend school. She lives with her family and estimates that she visited the doctor 11 to 15 times prior to delivery.

### Child Restraint Device Status and Use

Ms. N read in the newspaper about the loaner program. She obtained the CRD when her child was two months old. She has had the seat ten months. They had a Teddy-Tot given to them which was too big for the child, and they felt it was not safe. So, they obtained an infant Love Seat from the loaner program. She has not had any trouble in using the infant Love Seat. She has not talked to any one about getting a CRD. Ms. N said the child was always in the CRD. She thinks it is "very, very important" for parents to use CRDs. They have seen billboards, have seen articles in the paper and have heard on the radio about the importance of using CRDs with young children.

All of their friends with young children have CRDs and use them most of the time. Ms. N thinks that they use them for the safety of their children. She thinks that people get CRDs to protect their children. She thinks that other people do not get seats because they do not want to discipline the children to use them, they cannot afford CRDs or they do not see CRDs as important. Ms. N thinks that people use CRDs because they are willing "to put up with the inconvenience to protect their children." She thinks that other people do not use CRDs because of the inconvenience and because "the children do not want to be in them."

### Loaner Program

Ms. N likes the loaner program but thinks that it should be advertised more. Ms. N has recommended the program to her friends. Ms. N said one friend with small children would use the loaner program if she could.

Ms. N said anyone with \$14 should be allowed to use the program. She also said it should be possible for low-income people to obtain CRDs for free. She thinks that the amount to pay should be on a "sliding scale depending on the income." She thinks that more people will borrow the CRDs if they have to pay than if seats are for free. "People do not want things which they do not have to pay for." She said that more people would use seats if they paid because they would want their money's worth. Ms. N thinks that the best people and places to tell about the CRDs are pediatricians, Jaycees, hospitals and grocery stores.

### Child Passenger Protection Law

Ms. N thinks that the child passenger protection law is "excellent but needs to be enforced." She thinks that other states should pass such laws. If it is enforced, the law would save lives.

### Government Intervention

Ms. N wears her seat belt 100 percent of the time unless she is in the back seat. She thinks that it would be useless for the government to pass a law requiring people to wear seat belts. She said it would not be enforced. She would wear her seat belt, but not because the government told her to. Ms. N does not support the government banning TV shows which are not good for children to watch. She said there is "too much government control" and it should be up to the parent. She said the government should pass a law to "treat" stuffed animals. As far as improving the health and safety of adults is concerned, she could not think of any laws.

### Related Health and Safety Issues

Ms. N thought that one service which could be provided to new mothers was a list of organizations to which they could go to for help when needed.

Knoxville Interview  
Mother: Ms. O  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. O is white, has been married for three years and has one child by this marriage. She completed high school and does not work outside of the home, nor does she attend school. She lives with her family and estimates that she visited the doctor five to ten times prior to delivery.

### Child Restraint Device Status and Use

Ms. O read about the program in an article in the paper. She also heard about the program at the hospital and at prenatal classes. She obtained the CRD when her child was two weeks old and has had the CRD seven months. She had a car seat which was a hand-me-down, but it was too big for the child, so she got one from the loaner program. She has not had any trouble using the CRD. She will use her hand-me-down seat when she returns this one to the Jaycees. This seat is approved. Ms. O has not talked to anyone about getting a CRD except for the Jaycees.

Ms. O said her child was in the seat all the time and behaves well. Ms. O thinks that it is "real important" for parents to use car seats with children. "When I see children climbing in and out of a car, it makes me a wreck." Ms. O has seen information in the doctor's office about the importance of using car seats. Ms. O said all of her friends with young children have car seats. She assumed that they use them all the time. She thought that they used them because it is more convenient than asking others to come along and hold the children. Ms. O thinks that people get car seats because of the law. She thinks that the law is what influences people to get seats. She had no idea why others do not get seats. After people get car seats, she thinks that they use them because they are convenient. Ms. O could not see any reason for people not to use car seats.

### Loaner Program

Ms. O likes the loaner program and hopes to rent toddler seats also. Ms. O said that all of her friends would use the program if a CRD had not already been given to them. She thought their reasoning would be because CRDs are cheap. Ms. O thinks that "anyone who wants to" should be allowed to use the loaner program. She thinks the price is "great." It's a price anybody can afford." Ms. O thinks that more people would borrow seats if seats were free than if seats were rented. She thinks that those who paid a fee would use them more. Ms. O thinks that pediatricians are the best people to tell new parents about the seats.

### Child Passenger Protection Law

Ms. O thinks the child passenger protection law is "great." However, she thinks that the legislature should raise the age limit. She thinks that other states should pass such laws. She thinks that the law is no good in one state, it should be nationwide.

### Government Intervention

Ms. O does not wear her seat belt. She forgets about it. Ms. O would not like the government to pass a law requiring people to wear seat belts. She thinks that she should have the choice. She would wear her seat belts if a law was passed. Ms. O does not think that the government should ban certain TV shows if they are not good for children to watch. She could not think of any laws which government should pass to improve the health and safety of children or adults.

### Related Health and Safety Issues

Ms. O said new mothers should be informed about "medicines and safety around the home for children."

Knoxville Interview  
Mother: Ms. P  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. P is white, has been married two and one-half years and has one child. She completed high school and has a bachelor's degree. Her husband is finishing law school. She does not attend school but works full time. Mr. P works part time. Ms. P estimates that she visited her doctor 16 or more times prior to delivery.

### Child Restraint Device Status and Use

A few weeks before the baby was born, Ms. P obtained a CRD from the loaner program. The use of the seat was explained to her then. She wanted the seat in order to protect her child and because of the expense. She has had the seat for six and one-half months. Mr. and Ms. P found out about the program from Fort Sanders Hospital. They were taking prenatal classes. They have not had any trouble in using the CRD. Ms. P plans to buy a Strolee when they return this one. The child behaves well when in the seat. She thinks that it should be the "highest priority" of parents to use a CRD. Ms. P has seen TV ads and information in the pediatrician's office about the importance of using car seats with children.

Ms. P thinks that people get car seats for the protection of their children. She thinks that people who do not get car seats use the expense as an excuse. They do not use car seats for the same reason they do not use seat belts. They do not feel it is important or effective. After people obtain car seats, she thinks that they use them for protection and convenience. She thinks that other people do not use car seats because of the inconvenience and hassle.

### Loaner Program

Ms. P thinks that the loaner program is a "good idea" but that the distribution point needs to be located centrally and better publicized. She would like to see the program obtain some toddler size seats and possibly have someone speak to some classes. Ms. P said all her friends with young children would use the loaner program if they could for the safety of their children. She thinks that "anyone" should be allowed to use the loaner program. She thinks that a sliding scale with \$10 maximum would be appropriate. She thinks that more people would borrow seats if they were free rather than if they were rented. She thinks that those who paid a fee would use them more "to get their money's worth." Ms. P said pediatricians, police and hospitals were the best people and places to tell new parents about the seats. Also, it would be good to present programs to students in school. Mr. P suggested that Cheryl Tiegs tell parents.

### Child Passenger Protection Law

Ms. P thinks the child passenger protection law is a "good idea," but she would like to see it enforced. She thinks that other states should pass such laws. If the law were enforced, there would be a lower death rate.

### Government Intervention

Mr. and Ms. P wear their seat belts 100 percent of the time. It is a "policy" with them. They think a law requiring people to wear seat belts would be good, but enforcement would be a big problem. Ms. P does not think the government should ban certain TV programs that are not good for children to watch. It should be left "up to the parents."

Mr. P suggested a law to help improve health and safety of children. It would be to put a beeper or flasher on the back of cars that would go off when the car starts to back up. This way a child will have warning in order to get out of the way. As far as adults are concerned, driver tests could be given periodically, building stairs on the outside should be lighted and open pipes should be covered.

### Related Health and Safety Issues

Birth classes should be given through groups or hospitals to help new mothers know about the health and safety of their new babies.

Knoxville Interview  
Mother: Ms. Q  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. Q. is white, has been married for seven years and has two children. She completed high school and has three years of college but no degree. She attended a 13-month program and is now a Licensed Practical Nurse. She does not attend school or work outside the home. She lives with her family. She estimates that she visited the doctor 11 to 15 times prior to delivery.

### Child Restraint Device Status and Use

Ms. Q obtained the CRD from Mr. Mallicote who explained the program thoroughly. She has had the CRD nine months. She has not had any trouble using the seat. Ms. Q said she has not talked to anyone about getting a CRD. She plans to buy one when she returns this one because "this one only goes up to 20 pounds." She plans to buy a Strolee. On occasion, Ms. Q has not used the CRD, especially when the child is asleep. She said she uses the seat 95 percent of the time. The child behaves when in the seat.

Ms. Q thinks that it is "very important" for parents to use car seats with children. Ms. Q said there was "not much on TV," but she read of "a tragedy and there was a story with it." Ms. Q said all of her friends with young children have car seats. She does not know why they use them. Ms. Q thinks that people get car seats "to keep the kids in their place." She thinks that other people do not get seats because they cannot afford seats. After people obtain car seats, she thinks that they use them because it gets to be a habit. She stated that hopefully it was for the right reason. Her son said it was so he did not go through the window. Ms. Q thinks that other people do not use car seats because they are a "hassle to use."

### Loaner Program

Ms. Q likes the loaner program but wants them to change the seats. She thinks that the program is good for those who cannot afford CRDs. She stated "why get a seat when you can give the seat back and not have to store it, it's cheaper." Ms. Q said most of her friends with young children would use the loaner program if they could. They can give them back and not have to store them.

Ms. Q thinks that "anyone" should be allowed to use the loaner program. She thinks that the price is fine the way it is. She said that possibly a grant could be given for those who cannot afford a seat. Ms. Q said more people would borrow seats if they were free than if they rented. She thinks that people who paid would use the seats more. She stated that the "more educated would understand." Ms. Q thinks that those who have had the seats "are the best people to tell new parents about the seats."

### Child Passenger Protection Law

Ms. Q thinks that the child passenger protection law is "great," but she does not like the infant Love Seat. She thinks that other states should pass such laws because they save lives.

### Government Intervention

Ms. Q said she wears her seat belt 50 percent of the time. She wears it for protection. Ms. Q would support government if a law was passed requiring people to wear seat belts, but she said it would be "a lot of hassle." Ms. Q does not think the government should ban certain TV shows that are not good for children to watch. "If they do not get it on TV, they will get it other places." Ms. Q thinks that the government should be more strict on child abuse. As far as health and safety of adults is concerned, she could not think of any law to be passed.

### Related Health and Safety Issues

Ms. Q said new mothers need to be aware of the shots that their children need.

Knoxville Interview  
Mother: Ms. R  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Returned

### Background Information

Ms. R is white, has been married 12½ years and has two children. She completed high school and does not work outside of the home. Ms. R's second child is adopted, but she estimates that she visited the doctor 16 or more times when pregnant with her first child.

### Child Restraint Device Status and Use

Ms. R read about the program in the newspaper. She called and went over to obtain a CRD. Her child was "four weeks old if that old." She wanted the seat because her son's CRD was too big for her daughter and she did not want to buy one. Ms. R had the CRD for six months. The seat she has now is a Cosco. It is an approved seat and has a five-point harness system. Ms. R said her child is in the seat 99 percent of the time. When she rides in a car belonging to someone else, she takes her CRD along. She said her daughter likes the seat, but her daughter has no choice because she needs to get used to it. The only time she is not in the seat is when Mr. and Ms. R go somewhere and her daughter falls asleep. Then her husband wants Ms. R to hold the child. Ms. R said it is "exceedingly important" for parents to use car seats. She said both her children are always in CRDs. Ms. R has read articles and has talked with a group of mothers about the importance of using car seats with children. Ms. R said that all her friends with young children have car seats. They use theirs all the time to protect their children. Ms. R thinks that people get car seats to protect their children. She thinks that the child is what influences them to get a car seat. Ms. R thinks that other people do not get car seats because they lack the money and common sense. After parents obtain seats, she thinks they use them for protection. The reason they do not use them is laziness.

### Loaner Program

Ms. R thinks the loaner program is "terrific." She thinks that it should expand to all communities. It should be nationwide. Ms. R has recommended this program to her friends. All of Ms. R's friends would use the loaner program if they could because it is a smart thing to do.

Ms. R thinks that "anyone" should be allowed to use the program. She thinks the price should "stay the way it is"; any higher price may "knock some out." Ms. R thinks that the same number of people would borrow and use seats whether they were free or rented. "If they take the time to get it, they will use it." Ms. R said hospitals and pediatricians were the best to tell new parents about the car seats.

### Child Passenger Protection Law

Ms. R thinks the child passenger protection law is a "good law, but it is like any other law, not all will abide." She said it was a "good idea" for other states to have such laws. She could not say her children would be in CRDs 100 percent of the time. "Sometimes, it is impossible."

### Government Intervention

Ms. R wears her seat belt 50 percent of the time. She does not think the government should pass a law requiring people to wear seat belts. "They cannot make people do it." There is no way to know who is wearing seat belts, and that is no way to enforce a seat belt law. She said she would not wear her seat belt any more than she does now. Ms. R does not like censorship by the government. She thinks that it should be up to the parents. "The government has taken it upon themselves and the people have let them. Parents are not raising their children, the government is raising the children." As for laws, the government should pass laws to improve health and safety of children. Ms. R thinks that a consumer law for safe toys is important. She said if children are abused, they should be taken away from the family. As far as laws for adults are concerned, Ms. R said, "there are too many already."

### Related Health and Safety Issues

Ms. R suggested that there be a hot-line with an individual who can help parents when something happens which the parents do not know how to handle. This would be especially helpful for the youngest member of a family who is now married and has children. By being the youngest, this person may have never learned how to care for children.

Knoxville Interview  
Mother: Ms. S  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Returned

### Background Information

Ms. S is white, has been married nine years and has two children. Ms. S completed high school and Licensed Practical Nurses training. She does not attend school but works part time outside of the home. Ms. S estimates that she visited the doctor 11 to 15 times prior to delivery.

### Child Restraint Device Status and Use

Mr. and Ms. S heard about the loaner program on TV. The minute they heard they called to see about a seat. They went then and got the second seat given out. They had the seat six months. Now they have an approved Hedstrom. They have not had any trouble using either seat. The Hedstrom was a gift. The child is always in the seat unless the child is too upset. The only other time the child was not in the seat was when Ms. S was nursing.

Ms. S thinks that it is "very" important for parents to use car seats. She said it is "a shame for a mother to have a baby and have it thrown through a window." Ms. S saw a TV program and a billboard dealing with the importance of using car seats. Ms. S said almost everyone she knows has a CRD and uses it "strictly." Most of her friends are in medicine. Ms. S said the law was the number one reason why people get car seats. She thinks that the concern people have for their children is what influences them to get car seats. Also, friends, the law and advertisements influence people. Ms. S thinks that the cost is the big factor why some people do not get car seats. Also, the hassle of putting the child in the seat is a factor.

### Loaner Program

Ms. S thinks that the loaner program is "great." She likes it because one can rent first and then buy a CRD for the next three years. She suggested that the Jaycees and the health department work up something together. They should try and have a central distribution point. Possibly they could sell the car seats for older children at a discount. Ms. S said that most of her friends with young children would use the loaner program if they could. Some already have seats from their first children. She said one couple would not use the program because of their pride. They could afford one on their own.

Ms. S thinks that "anyone" should be allowed to use the program. She said the price now was fine; "it's nice to get seven dollars back." She thinks that more people would borrow the seats if they were free than if they were rented but that they would not take care of them. "The \$7 deposit is an incentive to take care of it." She thinks that more people would use the seats if they paid. "When you pay, it is an incentive to use it. If it was

free, it might sit around more." Ms. S said the best people to tell new parents about the seats are the hospitals and health department officials.

#### Child Passenger Protection Law

Ms. S thinks the child passenger protection law is "good," but it needs to be "more strictly enforced." Mr. S thinks they need to get rid of the "in arms clause." Both think other states should pass such laws to protect innocent children and to reduce health care costs.

#### Government Intervention

Mr. and Ms. S always wear their seat belts. They think that it would be "good" if the government passed a law requiring people to wear seat belts but think that no one would wear seat belts unless they were stopped. Mr. and Ms. S do not think that the government should ban TV programs inappropriate for children to watch. They think that it should be up to the parent to decide. Ms. S did not know of any laws which the government should pass to improve the health and safety of children. As for adults, she thinks that there should be abortion for unwed mothers and that welfare women who have children should be sterilized.

#### Related Health and Safety Issues

Ms. S suggested that there should be a possible contact at the hospital for the loaner program.

Knoxville Interview  
Mother: Ms. T  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. T is white, is married and has two girls; one is two years old, the other is six months old. Ms. T does not work outside the home. She completed high school and attended The University of Tennessee until she became pregnant. She plans to go back to school after the children are in school. Mr. T has his master's in meteorology from The University of Tennessee. They have been married five years. Ms. T estimates that she visited her doctor about ten times prior to delivery.

### Child Restraint Device Status and Use

Presently Ms. T has a CRD. She and her husband read about the program in the newspaper. She was about six months pregnant at the time. They were in West Town Mall soon after that, and the Jaycees were having a Health Fair Exhibit. The Jaycees suggested that Mr. and Ms. T sign up for the program then to ensure getting a seat when she delivered. Ms. T has not had any trouble using the seat, although she did say that she did not like the GM infant Love Seat because it was too heavy and awkward. Mr. and Ms. T plan to get another CRD and have been shopping around for one now. Ms. T has not talked to anyone about getting a CRD.

The last time Ms. T took her child for a ride using the CRD was yesterday. She went to K-Mart and to the grocery. Her husband and two children were with her. Ms. T said that her daughter behaves when in the seat. She said that her daughter has ridden for hours in the seat and was very content. Ms. T said the only time she could think of that her child was not in the CRD was when they went to the neighbors two blocks away and she held her on the way home.

Ms. T said the design of the CRD was an "incentive" to use the seat. When she goes shopping or to the grocery store, it is easier if she takes the CRD in with her so she does not have to hold her six-month old and can hang on to her two year old.

Ms. T thinks that it is "very important" for a parent to use a car seat with a young child, especially when only one parent is traveling. She said this way she knows that the child will be safe if something should happen. She does not have to worry. Also, it makes her a better driver because her attention is not divided.

Ms. T said she has read articles in the newspapers and has seen literature in her pediatrician's office about the importance of using car seats. Also, she observed the booth at the Health Fair exhibit in West Town Mall.

Ms. T has one friend with a young child who has a CRD. She said that her friend uses the CRD all the time because she is "safety minded." Ms. T thinks that other people get car seats in order to "follow the law." She thinks people who use car seats influence other people to get car seats. Ms. T was in an accident and nothing happened to her child. Also, she saw an accident where a child went through the car window. She thinks that other people do not use car seats because the child is unhappy when in the CRD. She thinks that people do not start using CRDs early enough.

#### Loaner Program

Ms. T likes the loaner program and thinks it should stand as is. Ms. T said all of her friends with young children would use the loaner program if they could. Ms. T said that her friends were "safety minded." Ms. T thinks that anyone should be allowed to use the loaner program. Ms. T said she was willing to pay as high as \$10 to rent a CRD in order to keep the program going. She thinks that more people will borrow the seats if they are free than if they have to rent. Ms. T thinks that it is the bother and not the expense that prevents people from getting the seats. She thinks that more people will use the seats if they rent the seats than if they obtain the seats for free. "If they care enough to put the money out, they are going to use it."

Ms. T thinks that the best people to tell new parents about the car seats are pediatricians, health department officials and hospitals. Ms. T thinks that it would be effective to involve children, possibly doing something in the schools because children interact with their little siblings. Ms. T thinks that publicity should be more widespread.

#### Child Passenger Protection Law

Ms. T thinks the child passenger protection law is "good in theory." It is a matter of getting people to use the seats. She feels secure in knowing that her child is safe. She said it is "just as well" that other states pass such laws.

#### Government Intervention

Ms. T wears her seat belt 50 percent to 70 percent of the time. Her children are becoming aware of the seat belts, so she "hooks in." To satisfy herself, everyone "hooks in." Ms. T thinks that the government should pass a law to require people to wear seat belts. This way she would start back to wearing hers. Ms. T does not think that the government should ban TV shows that are not good for children to watch. She thinks that it is "up to the parents" to decide. Ms. T could not think of any laws the government should pass to improve the health and safety of children. She thinks that it is up to the parents. As far as adults are concerned, she stated that she does not need any laws, she is already protective of herself.

#### Related Health and Safety Issues

Ms. T does not think that there is enough information on the care of children and watching for them. She thinks that there should be a group who could get together and share experiences, possibly by talking with experienced mothers.

Knoxville Interview  
Mother: Ms. U  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. U is white, has been married for six years and has two children. She completed high school and lacks one year of completing a college degree. She does not attend school nor does she work outside the home. She lives with her family and estimates that she visited the doctor 11 to 15 times prior to delivery.

### Child Restraint Device Status and Use

Ms. U read an article in the paper that told of the loaner program and decided to call. She has had the seat 11 months and is ready to return it. She has already purchased another seat. The one she purchased is a Strolee. She did not have any trouble using the GM infant Love Seat. She did not talk to anyone about getting a car seat. Her child is always in the CRD unless it is a "real short trip." Both her children use car seats and they like them. Ms. U thinks it is "very important" for parents to use car seats. She and her two children were in an accident. Both children were in their seats, and nothing happened to them. Ms. U has read about the importance of using car seats. A friend of Mr. and Ms. U does the TV commercials.

Ms. U said all but one of her friends with young children had car seats. She said they used theirs regularly to protect their children. She thinks that people get car seats to protect their children. She thinks that TV and friends influence people to get them. She thinks that others do not get them because the child will not sit in them. After people have the seats, she thinks that they use them to elevate the child so that the child can see outside. She thinks that others do not use them because they are too much trouble.

### Loaner Program

Ms. U likes the loaner program but thinks that toddler seats should be loaned also. Ms. U said all her friends with young children would use the program. She said it is "good for those who cannot afford one." People can save money, but they still have to buy CRDs for older children.

Ms. U thinks that "anyone" should be allowed to use the program. She thinks that the \$14 is a good price. Ms. U thinks that more people would borrow seats if seats were free than if they had to rent the seats. She hopes that all would use their seats whether they paid or not. "It should make no difference." Ms. U thinks that hospitals and prenatal classes are the best places to tell new parents about the seats.

### Child Passenger Protection Law

Ms. U likes the child passenger protection law. She said it gets people in the habit of using CRDs. She thinks that other states should pass such laws. "It is easier with the child in the seat. People will not buy one by themselves." Ms. U said she wears her seat belt 75 percent of the time. Ms. U said it would be "OK" if the government passed a law requiring people to wear seat belts. She does not support the government banning TV shows inappropriate for children. She thinks it should be up to the parents. Ms. U could not think of any law that government should pass to improve the health and safety of adults or children.

### Related Health and Safety Issues

One service which Ms. U thought should be offered to new parents is for a nurse to come to the home after the baby is born.

Knoxville Interview  
Mother: Ms. V  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Returned

### Background Information

Ms. V is white, has been married 11 years and has two children. She completed high school and worked until her child was born. Presently, she is not taking any classes. She estimates that she visited her doctor 11 to 15 times prior to delivery.

### Child Restraint Device Status and Use

When Ms. V was seven months pregnant, Mr. Mallicote came to her planned parenthood class at the University and talked about the loaner program. Ms. V had already heard about the program from a friend. Ms. V obtained the CRD from the Jaycees so that she did not have to buy two seats. She had the CRD for nine months. Ms. V bought another seat when she returned the one to the Jaycees. She has had this seat two and one-half months and has had no problems in using it. She purchased an approved Trav-L-Guard with a five-point harness system. Ms. V bought this one because she is concerned about the safety of her child. She always used one with her older child. Ms. V did not talk with anyone about getting another CRD. Ms. V said her son is always in the seat and he "loves it."

Ms. V thinks that it is "very important" for parents to use car seats with children. She thinks that parents should not go anywhere without one. Ms. V has seen billboards and TV advertisements about the importance of using car seats. She has also heard announcements on the radio. All of Ms. V's friends with young children have car seats. As far as she knows, they use the seats all the time for the safety of their children. Ms. V hopes people get car seats because "they want their children alive." She thinks that newspaper articles about accidents and advertising influence people to get car seats. She thinks that other people do not get car seats because of stupidity and because they cannot afford them. After people obtain car seats, she thinks that they use them for safety reasons. She thinks that others do not use them because they "do not form a habit" of using them.

### Loaner Program

Ms. V thinks that the loaner program is a "wonderful idea" but that it needs to get into more (geographical) areas. "People may not get them because it is too far to go." Ms. V said that all of her friends with young children would use the program if they could because they would not have to buy two seats.

Ms. V thinks that "everybody" should be allowed to use the loaner program. She thinks that the price "should be more than it is now, possibly as high as \$25." Ms. V thinks that more people would borrow the seats if they were free than if they were rented. "Everybody wants something free."

She thinks that more people would use the seats if they were rented than if they were free. "People do not want to waste their money." Ms. V said the best people to tell new parents about the seats is "anyone that is expecting." She said that more organizations in different areas should be involved.

#### Child Passenger Protection Law

Ms. V thinks the child passenger protection law is a "very good idea" and that it should have been "enforced sooner." Ms. V thinks other states should pass such laws. She said a lot of children are dead because it was not a law sooner. She thinks that they are not strict enough now.

#### Government Intervention

The last time Ms. V wore her seat belt was when she was pregnant. She said she wears it on long trips. She thinks that it would be a "good idea" if the government passed a law requiring people to wear seat belts. She said she would support such a law. Ms. V does not think that the government should ban TV shows which are not good for children to watch. She thinks that it should be "up to the parents." Ms. V could not think of any laws need which to be passed to improve the health and safety of children or adults.

#### Related Health and Safety Issues

Ms. V could not think of anything which new mothers needed to know about the health and safety of their children.

Knoxville Interview  
Mother: Ms. W  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Returned

### Background Information

Ms. W is black, has been married one year and has one child. She completed high school and has a bachelor's degree. She has not worked outside of the home since her child was born. Ms. W estimates that she visited the doctor 11 to 15 times prior to delivery.

### Child Restraint Device Status and Use

Ms. W heard about the program at a parenthood class at The University of Tennessee. She decided to get a CRD so that she would not have to buy two seats. She had the seat nine months. She returned the seat in May and said she was going to get a Strolee this weekend. She said she did not have any trouble with the CRD but had a hard time keeping her child in the seat because she wanted to see outside the car. Ms. W said she used the seat a large percentage of the time. She said she was getting another seat because the law required her to have one. Also, her child was always looking out the window or playing with the steering wheel.

Ms. W thinks that it is important to use car seats especially with small children. She thinks that restraint use is important for all ages because the older children want to hang out the window. Ms. W saw a TV program on which the importance of using car seats was discussed. Ms. W is new to Knoxville but said that her friends had car seats and were regular in their use. She thinks that they use them to protect their children and to keep children from hanging out the window or bothering them while driving. Ms. W thinks that people get seats for the protection of their children. She thinks children are what influence them to get the seats. She thinks that some people do not get seats because they cannot afford them. After people obtain a CRD, Ms. W thinks that they use them to protect their child. She stated, "an intelligent parent knows that is the most logical thing to do." She thinks that some people do not use seats because the children will not stay in them.

### Loaner Program

Ms. W likes the loaner program and could not think of any changes that needed to be made. She said she would recommend this program to her friends. Ms. W said "anybody with a baby" should be allowed to use the program. She thinks that the price should be as high as \$15 or \$20 for the safety of the program. She said \$7 was too low. People could "rent one for \$7 and sell the seat for more." Ms. W thinks that more people would borrow seats if seats were free than if seats were rented. She said those parents who paid would use the CRDs more to get their money's worth. If a person pays a high price, that person will use the CRD more and will take better care of it. Ms. W thinks that pediatricians and nurses are the best people to tell about the seats because "people listen to them more."

### Child Passenger Protection Law

Ms. W thinks that the child passenger protection law is necessary for Knoxville, but she questions the penalty. Ms. W does not think that other states should pass such laws, but "should start an interest in it and inform the public."

### Government Intervention

Ms. W wears her seat belt 10 percent of the time. The last time she wore her seat belt was when her husband drove too fast. She wears it when she gets scared. She does not wear a seat belt because "it is too complicated to get in and out of it." Ms. W does not think that the government should pass a law to wear seat belts. She said there is "enough control already." Ms. W does not think that the government should ban certain TV shows if they are not good for children to watch. She thinks that it should be "up to the parent." Ms. W thinks that the government should enforce the speed limit in residential areas where children play. As for improving the health and safety of adults, she thinks that there should be a mandatory car inspection in every state.

### Related Health and Safety Issues

Ms. W thinks that information should be put out concerning the doctors in the city. She is new to Knoxville and knows nothing about any of the doctors.

Knoxville Interview  
Mother: Ms. X  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Returned

### Background Information

Ms. X is white, is married and has two children. She completed her bachelor's and has hours toward her master's. Presently, she is not attending school and does not work outside of the home. Ms. X estimated that she visited her doctor 11 to 15 times prior to delivery.

### Child Restraint Device Status and Use

Ms. X heard about the loaner program through her Lamaze class. She had the seat for six months. She wanted the seat because she already had two car seats. One seat she uses with her older child; the other was too big for her son when he was born. Ms. X said both her seats were approved. She has not had any trouble with either. Ms. X said the child behaves well when in the seat. Her son is always in the seat, even when they ride in someone else's car. Ms. X thinks that it is "very, very important" for parents to use car seats with their children. She said she did not remember hearing anything about the importance of using car seats with children. Ms. X said all her friends had car seats and used them regularly for protection of their children. Ms. X thinks that people get car seats for the safety of their children. She thinks that friends and peer pressure influence people to get car seats. She thinks that people do not get car seats because of the cost involved. After people obtain the seats, she thinks that they use them to protect their children. She thinks that people do not use CRDs is because of the inconvenience.

### Loaner Program

Ms. X likes the loaner program and has recommended it to her friends. She suggested that the program get the seats for the toddlers. Ms. X thinks that all of her friends would use the loaner program if they could. She thinks that "everybody" should be allowed to use the program. She said the price they pay now is "fine." Ms. X thinks the same number of people would borrow the seats whether they were free or rented. She thinks that those who rented seats would use the seats more because they felt they had to. She said if people got seats for free, they might set the seats back and not use them. Ms. X thinks that parents are the best people to tell about where to get the car seats.

### Child Passenger Protection Law

Ms. X thinks the child passenger protection law is "great" but "they ought to enforce it." She thinks other states should pass such laws for the safety of children.

### Government Intervention

Ms. X wears her seat belt 100 percent of the time. She thinks that everyone should wear their seat belts but that the government cannot force people to do so. She would wear her seat belt if the government required people to do so but not because it was required. Ms. X thinks that the government should restrict certain TV shows to certain hours. Ms. X thinks that the government should improve the laws on child abuse. She could not think of any laws to improve the health and safety of adults.

### Related Health and Safety Issues

Ms. X suggested a hot line and/or a group of mothers where mothers could seek advice on proper child care.

Knoxville Interview  
Mother: Ms. Y  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Present

### Background Information

Ms. Y is white, is married and has three children. She completed high school and presently is not in school. She and her husband own their own business where she works full time. Ms. Y estimates that she visited her doctor 11 to 15 times prior to delivery.

### Child Restraint Device Status and Use

Ms. Y read about the loaner program in the newspaper. She called the last of June to reserve a seat. She obtained the seat in October. Ms. Y had the seat eight months. She has not had any trouble with the seat. Ms. Y said her child liked the seat. She is in the habit of using it. Ms. Y plans to get a CRD by Century and wants one that is approved. She has talked to a friend of hers about the car seats. Ms. Y said the child is always in the CRD.

When asked how important is it for parents to use car seats, Ms. Y replied, "if they want to see their baby live, it is that important." Ms. Y said she had not heard anything about the importance of using car seats. She said all of her friends with young children have car seats. She thinks that they use them regularly for the safety of their children. Ms. Y thinks people get car seats to protect their children. She thinks that the law is what influences people to get car seats. She thinks that some people do not get car seats because of the "cost, aggravation and hassle." After they obtain CRDs, Ms. Y thinks that people use the CRDs for safety. She thinks that other people do not because of the aggravation.

### Loaner Program

Ms. Y thinks that the loaner program is "great" and "needed." She thinks the program is fine and would recommend it to her friends. Ms. Y said that all her friends would use the program if they could so that they would not have to buy two seats. Ms. Y thinks that "everybody" should be allowed to use the loaner program. She said that the price she paid for her seat was "darn cheap." She thinks that the price should depend on who gets the CRD because some may abuse it. Ms. Y thinks that more people would borrow the seats if they were free rather than rented. She thinks that more people would use the car seats if they rented than if the seats were free because they would have invested in them. Ms. Y said the best people to tell new parents about the car seats were the pediatricians because they see the parents first. She also suggested the media and hospitals.

### Child Passenger Protection Law

Ms. Y thinks the child passenger protection law is "great" and that other states should pass such laws to save children's lives.

### Government Intervention

Ms. Y does not wear her seat belt because of the "aggravation." She thinks "the shoulder strap is stupid." Ms. Y said the government ought to pass a law requiring people to wear seat belts. She would wear hers if such a law was passed. Ms. Y thinks that the government should ban certain TV programs which are not good for children to watch. Ms. Y could not think of any laws which the government should pass to improve the health and safety of children or adults.

### Related Health and Safety Issues

Ms. Y said that young mothers need to know about child care and safety in the home and car.

Knoxville Interview  
Mother: Ms. Z  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Returned

### Background Information

Ms. Z is white, is married and has one child of her own. She and her husband have custody of her nephew. Ms. Z completed high school and has some college work but no degree. She does not attend school now and does not work outside the home. She estimates that she visited her doctor 11 to 15 times prior to delivery.

### Child Restraint Device Status and Use

Mr. and Ms. Z found out about the loaner program in the prenatal class they attended. They obtained the seat in June although their son was not born until August. They had the seat nine months. Ms. Z said they wanted the seat because they liked the way it was made and it was better than buying two seats. When they returned the seat, the Mallicote's recommended some other seats. Mr. and Ms. Z bought an approved Strolee. Ms. Z had no problems with either seat. Her son behaves well when in the seat.

Ms. Z thinks that it is important for parents to use car seats with children. She has read articles in the newspaper stressing the importance of using car seats. Ms. Z only has one friend who has a young child. Her friend uses a seat regularly for the child's safety. Ms. Z thinks that people get car seats for the safety of their children. She thinks that the government influences people to get car seats. Ms. Z had no idea why others do not get seats. After people obtain car seats, Ms. Z thinks that they use seats so that they will have someplace to put children. She said some people may not use a CRD because it is easier to hold the child when traveling.

### Loaner Program

Ms. Z likes the loaner program and could not think of any changes which needed to be made. She said she would recommend the program to her friends, but not many had small children. She could not think of anyone who would not use the program if they could. Ms. Z did not know who should be allowed to use the program. She suggested that people give references. Ms. Z said "\$14 was about right" for people to pay. Ms. Z said that more people would borrow car seats if the seats were free than if the seats were rented. She said that more people would use the CRDs if they paid a fee. Ms. Z thinks that "other parents" are the best people to tell new parents about the car seats.

### Child Passenger Protection Law

Ms. Z thinks that the child passenger protection law is "good." She said other states should pass such laws because it is "hard to replace a child."

### Government Intervention

Ms. Z does not wear her seat belt because it is too confining. If the government passed a law requiring people to wear seat belts, she would wear hers. Ms. Z does not think that the government should ban certain TV programs if they are not good for children to watch. She thinks that there should be a curfew of 11:00 p.m. for children and teenagers. She could not think of any laws the government should pass to improve the health and safety of adults.

### Related Health and Safety Issues

Ms. Z said community groups could put out information on the different types of car seats.

Knoxville Interview  
Mother: Ms. AA  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Returned

### Background Information

Ms. AA is white, is married and has two children. She completed high school and has some college course work but no degree. She works part-time and does not attend school. She estimates that she visited her doctor 11 to 15 times prior to delivery.

### Child Restraint Device Status and Use

Ms. AA heard about the loaner program through her instructor in a Lamaze class. She had the seat for nine months but only used it for seven months. She wanted the seat so she would not have to buy two seats. She now has an approved Century Trav-L-Guard, which she has had six months. She talked to some friends before buying the seat. She wanted the seat because safety came first. Ms. AA has not had any problems with the seat. Ms. AA said she would make the same decision again. Ms. AA said her baby behaves "good for a while."

Ms. AA said it is "utterly" important for parents to use car seats with children. She said it was something one "cannot label, it's a child's life." She has seen articles in the newspaper dealing with the importance of using car seats. All of Ms. AA's friends with young children have car seats. She said they use them all the time. Ms. AA thinks that people get car seats for the protection of their children. She thinks that friends influence people to get car seats. She said that some people do not get car seats because of the expense and because they have not stopped to think. After people obtain car seats, she thinks that they use the seats for "safety." She thinks that some people do not use seats because they are "too much bother."

### Loaner Program

Ms. AA likes the loaner program and cannot recommend any changes. She has recommended the program to her friends. Ms. AA said all of her friends with small children would use the program if they could. Ms. AA thinks the program should be offered to "everybody." She said the \$14 fee was "very reasonable." Ms. AA thinks that more people would borrow seats if the seats were free than if they paid a fee. She thinks that more people would use the seat if they paid than if the seats were free because it would be an investment. Ms. AA thinks that the best people to tell new parents about the car seats are "other new parents and pediatricians."

### Government Intervention

Ms. BB wears her seat belts 50 percent of the time. She said that her children tell her to wear them. Ms. BB thinks that the government would be going too far to require people to wear seat belts. She said it is up to the individual. Ms. BB said she would wear her seat belt should the government pass such a law. Ms. BB thinks that the government should ban certain TV programs if they are not good for children to watch. She suggested that there be more shows on TV for children dealing with safety around the home. She could not think of any laws which the government should pass to improve health and safety of children.

### Related Health and Safety Issues

Ms. BB could not think of anything new mothers need to know.

Knoxville Interview  
Mother: Ms. CC  
Group: Borrow  
Use: User  
Interview Method: Live  
SES: Middle  
CRD Status: Returned

### Background Information

Ms. CC is black, has been married for three and one-half years and has one child. She has a master's degree in planning and works full time. She estimates that she visited her doctor 11 to 15 times prior to delivery.

### Child Restraint Device Status and Use

Ms. CC heard about the loaner program in her prenatal class from the Jaycees. She said the program was explained thoroughly. She wanted the seat because it was convenient, easy and not expensive at a time when they needed something. Ms. CC had the seat for ten months. She said that she would make the same decision again. Ms. CC now has an approved Bobby Mac Delux. She has not had any trouble with either seat. Ms. CC talked with her child's godmother about what CRD to buy. Ms. CC said her husband picked the seat. They wanted it for the safety of their child. Ms. CC said she uses the CRD 80 percent of the time.

Ms. CC thinks that it is "very important" for parents to use car seats with their children, but she has not heard anything about the importance of using car seats with children. All of Ms. CC's friends with small children have car seats. Some "always" use their CRDs, "others not too often." They use CRDs to protect their children. Ms. CC thinks that some people get seats because of the law while other people get seats for safety. She thinks that the Jaycees influence people to get car seats. Ms. CC thinks that people who do not get car seats are "not aware of the value of them." She said "education has something to do with it." After people obtain the seats, Ms. CC thinks that most people use them for safety reasons and because of the convenience. She thinks that other people do not use CRDs because they do not form the habit of using them.

### Loaner Program

Ms. CC thinks that the loaner program is "great." It is easy, convenient and inexpensive. She did not recommend any changes. She has recommended the program to her friends. All of Ms. CC's friends with small children would use the program if they could. Ms. CC thinks that the program should be "available to anyone." She suggested "\$14 or more" to rent a CRD. Ms. CC said more people would borrow and use CRDs if they rented them than if the CRDs were free. She said that pediatricians were the best people to tell new parents about the car seats.

the seats if the seats were free than if the seats were rented. She thinks that, if people take the time to go get the seats, they will use them. Ms. DD thinks that pediatricians and hospitals are the best people to inform new parents about the car seats.

#### Child Passenger Protection Law

Ms. DD thinks that the child passenger protection law is "great." She said people who once were not aware of the hazard are now aware. She thinks that other states should pass such laws for "protection of the innocent from the guilty party, the parents."

#### Government Intervention

Ms. DD never wears her seat belt because of the hassle. However, if the government passed a law requiring people to wear seat belts, Ms. DD would wear hers. Ms. DD does not think that the government should ban certain TV programs if they are not good for children to watch. She thinks that the government is taking away a person's freedom of choice. Ms. DD could not think of any laws the government should pass to improve the health and safety of children or adults.

#### Related Health and Safety Issues

Ms. DD suggested that the La Leche League contact new mothers on a personal level about nursing babies. Also, the Welcome Wagon should come around when babies are born.