

Due to the growing restrictions being implemented throughout the State of Maryland and Montgomery County in response to COVID-19, the Car Seat Program is making the following temporary changes. These changes are efforts to ensure the health, safety, and welfare of the car seat technicians, caregivers, and the general public. Other changes may become necessary over time and will be posted on this website. Here are the current changes to the program:

1. We are suspending all car seat events/appointments until further notice.
2. We continue to accept appointments for car seat events that will take place in May. However, be advised that we do not know when the suspension will be lifted as circumstances may prolong the suspension period. Caregivers can go to <https://apps.montgomerycountymd.gov/FRSCarSeat/> to see availability and reserve an appointment.
3. If you have questions regarding child passenger safety, need to make an appointment by phone, or have other general questions, please call 240-777-2223. If Car Seat Program staff is not available to answer your call, please leave a message and we will return your call.

Here are some additional options that are available to assist you with installing your car seat:

- a. Go to your car seat manufacturer's website and view their videos on how to install their car seat.
- b. You can call the car seat manufacturer's Customer Service hotline. Be advised that those hotlines are open during regular business hours.
- c. If you have a **Goodbaby/Evenflo** car seat: The company provides their own video chat and they can assist you with installing the seat.
- d. Call us at 240-777-2223 to discuss other options. If Car Seat Program staff is not available to answer your call, please leave a message and we will return your call. We are working diligently with our State partners to provide virtual car seat checks (via video chat or Facetime). Once we are able to provide this option, we will notify you about your interest in their option.
- e. The Fitzgerald Auto Mall also conducts car seat checks. You can call their Car Seat Hotline #: 301-548-4847 to schedule an appointment.
- f. Visit <https://www.nhtsa.gov/equipment/car-seats-and-booster-seats#install-instructions> for videos on basic installation instructions.
- g. Visit <https://thecarseatlady.com/> an up-to-date site maintained by Pediatrician and Child Passenger Safety Instructor Alisa Baer. The site contains videos, articles and tips/tricks for car seat usage and installation.

We apologize for the change in plans. We will make every attempt possible to reschedule appointments and provide you with assistance as quickly as we can. Thank you for your understanding on this matter.