

Adult Training & Habilitation Center

D-VISS-11: POLICY AND PROCEDURE ON SAFE TRANSPORTATION

New 7/13

I. PURPOSE

The purpose of this policy is to ensure the safety of persons served as well as staff during transportation and include the provisions for handling emergency situations.

II. POLICY

When transportation is the responsibility of ATHC, staff will assist in transporting, handling, and transferring persons served in a safe manner and according to their *Community Service and Support Plan* and/or *Community Service and Support Plan Addendum*.

Copies of consumer emergency information and ATHC insurance verification are maintained in all vehicles.

The Trailblazer Joint Powers Board shall provide public transportation service with transit buses to the Adult Training & Habilitation Center. The service shall be provided within the scope and limitations of the 5311 Public Transportation Assistance Program administered by the Minnesota Department of Transportation Office of Transit (see service contract for details). ATHC will provide a staff to ride each Trailblazer Transit route with ATHC consumers

III. PROCEDURE

- A. Upon employment, staff are informed of the requirement that they must hold a valid driver's license, appropriate insurance, maintain a safe driving record and pass a motor vehicle request through ATHC's insurance provider. Staff may also be required to complete additional training on safe transportation procedures.
- B. The Director of Maintenance will ensure the safety of vehicles, equipment, supplies, and materials owned or leased by the company and will maintain these in good condition. Standard practices for vehicle, equipment, supplies, and materials maintenance and inspection will be followed. If the vehicle you are driving is not working properly or requires any kind of maintenance notify the Maintenance Director as soon as possible.
- C. Staff will transport persons served with a program's vehicle. If there is no program vehicle, staff will attempt to use public or contracted transportation. If those options are unavailable, staff will use their own vehicle for transportation of persons served.
- D. For contracted transportation, the Transportation Director or Program Manager, will ensure that all required documentation is completed and submitted before the first trip is scheduled. Staff will arrange ongoing use of contracted transportation or will assist persons served, as needed, in arranging transportation for themselves.
- E. When dropping off persons served at a site which requires a change in staff (from ATHC to residential), ATHC transporting staff will ensure that residential staff or another responsible party are present before leaving the person served unless otherwise specified in the person's *Community Service and Support Plan* and/or *Community Service and Support Plan Addendum*. Any necessary information will be presented to the staff or other responsible party.
- F. In accordance with state laws, anyone riding in a moving vehicle must wear seatbelts.
- G. Staff are prohibited by state law (MN Statutes, section 169.475) to compose, send, or receive an electronic message while operating a motor vehicle. This includes a program vehicle or a staff person's own vehicle.

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An electronic message (as defined by state law) “means a self-contained piece of digital communication that is designed or intended to be transmitted between physical devices. An electronic message includes, but is not limited to, e-mail, a text message, an instant message, a command or request to access a World Wide Web page, or other data that uses a commonly recognized electronic communications protocol. An electronic message does not include voice or other data transmitted as a result of making a phone call, or data transmitted automatically by a wireless communications device without direct initiation by a person.”

- H. Persons served using wheelchairs will be transported according to manufacturer’s safety guidelines. This includes, but is not limited to, safe operation and regular maintenance of lift equipment, checks of straps to secure the wheelchair to the floor of the vehicle, and use of adaptive seating equipment (i.e. headrests, lap trays) when appropriate. Staff who are transporting persons served and who complete “tie-downs” of wheelchairs will receive training on how to do so and will be required to demonstrate competency prior to transporting persons using wheelchairs.
- I. Staff will receive training on each person’s transferring or handling requirements for the person and/or equipment prior to transferring or transporting persons. All transfers and handling of persons served will be done in a manner that ensures their dignity and privacy. Any concerns regarding transportation, transfers, and handling will be promptly communicated to the Program Manager & Compliance Coordinator who will address these concerns. This will be done immediately if the health and safety of the person(s) served are at risk.
- J. When equipment used by a person served is needed, staff will place the equipment in a safe location in the vehicle such as the trunk of a car. If a program vehicle does not have a designated storage space such as a trunk, staff will place the equipment in an area of the vehicle and secure it, when possible, so that there is limited to no shifting during transport.
- K. If there is an emergency while driving, staff will follow emergency response procedures to ensure the person(s) safety. This will include pulling the vehicle over and stopping in a safe area as quickly and as safely as possible. Staff will use a cell phone or any available community resource to contact “911” for help if needed. If a medical emergency were to occur, staff will call “911” and follow first aid and/or CPR protocols according to their training.
- L. While transporting more than one person served and person to person physical aggression occurs, staff will pull over and stop the vehicle in a safe area as quickly and as safely as possible, redirect the persons served, and if necessary, attempt to contact another staff person, the Program Manager and/or Program & Compliance Coordinator, or “911” for assistance.
- M. Persons served are prohibited from driving program or staff vehicles at any time.
- N. Alcohol, drugs (prescription and over the counter), attitude, emotions, drowsiness and fatigue should not be combined with driving. Do not operate a vehicle on company business hours under any of these conditions. If you believe you should not be driving, find a staff to fill- in for you and notify your Supervisor immediately.
- O. Always turn off the vehicle, applying parking brake and remove the keys from the ignition whenever exiting the van for ANY reason.
- P. Keys must be returned to the designated area upon completion of vehicle use. If using a vehicle any other time than a normal route or community job, please notify receptionist or supervisor of vehicle use/destination/ passengers

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- Q. The first aid kit must be in the vehicle at all times, if you use supplies, be sure to replace them or notify a Program Manager (Trailblazer provides their own first aid kits).
- R. A current Kardex must be in each vehicle for use in an emergency.
- S. No drinking, eating or use of tobacco products (cigarettes, chewing tobacco, etc.). Bottled water may be used. This applies to staff and consumers.
- T. In the event you receive a moving violation/citation at any time, during work or non-work hours, please inform your Supervisor or Executive Director immediately as this will affect our insurance liability. If ATHC's insurance provider is unable to insure a staff after a traffic violation, their tenure with the company is at their Supervisor's (or designee) discretion.
- U. Turn in charge slip on the same day to the Director of Transportation
- V. ATHC Staff:
If you are unable to drive/ride a transportation route that you have been scheduled for, it is your responsibility to find a sub for your shift. Be sure to keep updated phone lists at your home in the event you are unable to perform a morning route due to illness or other unforeseen reason. Your direct supervisor (or Kim Karels in Winsted) will be contacted only after you have exhausted the list of subs for that specific transportation route. When calling in to the center please include in your message the name of the person driving your route. This messages should be left on the front desk/general mailbox. If you are already at work and have to leave early due to illness or other unforeseen reason, the same rules apply. Please inform your supervisor of the change.
- W. Other:

Cell Phone Use

- o If a consumer calls in absent after the Trailblazer route is in route, the Trailblazer dispatch will be contacted and the driver will be notified of the change via dispatch. If driving an ATHC vehicle, you will be notified of the change via your personal cell phone.
- o Phone numbers for each residence/consumer are available in the Kardex binders.
- o When driving an ATHC vehicle never talk or text on your cell phone. If a call is necessary, pull over to a safe area to make or accept a phone call.
- o A list of staff cell phone numbers is kept in the emergency binder at each site (Winsted - shelf behind front desk/West – on top of staff mailboxes/Crossroads – conference room office/Douglas Kugler Eco Site – front reception area).

All accidents no matter how small, the police must be called (911). All accidents must be reported to the Director of Maintenance (accidents) or appropriate Program Manager (all other incidences) immediately and reports completed as required by this Policy and the ATHC Reporting Policy.

- o Incidents should be reported/recorded on the appropriate incident form (behavior, injury, illness, seizure) – any incident should also immediately reported to the individual's Program Manager.
- o Accidents – always call the police and file a state accident report form. If in an accident after ensuring there are no injuries call the police then call the appropriate site. If there are injuries, call 911 immediately – Kardexes are kept in the van, give the emergency responders the appropriate kardex.

Procedures at residential/consumer homes:

- o When driving an ATHC vehicle and picking up/dropping off consumers, always get out of the vehicle to assist them but do not leave the vicinity of the vehicle – you must be able to see and hear what is going on inside. Turn off vehicle, apply parking brake and remove keys prior to getting out of vehicle.
- o When a rider on Trailblazer, stay on the Trailblazer bus and assist consumers on/off via steps or lift. Residential staff must be present to assist with consumers (unless individual is independent).

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- When dropping off consumers, **NEVER** leave before seeing a staff person/parent/caretaker/etc. The only exception to this rule is if a consumer can be left alone – this should be indicated on the Kardex, if unsure, call consumer's Program Manager.
- If you are dropping off a consumer and there are no signs of a staff (do not rely on seeing a car, you **MUST** see a staff person/parent), call into the house (phone lists are in the kardex on each van). If no answer, call the appropriate ATHC site. If unable to confirm, bring consumer back to ATHC.
- 5 Minute Rule: ATHC will wait for the consumer(s) at a residential site for 5 minutes. If nearing the 5 minute time limit, call into the house to notify them you are waiting and you will be leaving in X amount of minutes. If unable to contact anyone at the residence, call the appropriate site.
- Winter – if driveways are not clear of snow and ice please inform the consumer's Program Manager.
- If residential staff are attempting to give you a lot of consumer information, politely ask them to call the appropriate ATHC site – explain to them that you may not remember the information since you are responsible for several people.
- Always make sure consumers are appropriately dressed for the weather. During winter, many consumers may choose to not wear hats, mittens/gloves but make sure they have these items with them. Staff can refuse to transport a consumer if they do not have appropriate clothing with them.
- Medication – if residential staff give you medication keep it on your person until you arrive to the site and can lock it in the appropriate medication storage area. Never allow a consumer to carry their own medication and never leave medication unattended.

Maintain ½ tank of gas at all times.

- Charge only at approved stations, use credit card or other prior arranged payment.
- Check the gas gauge in the van prior to leaving for route to ensure you have enough for your drive.
- Check all items on the charge slip before signing/leaving pump, such as: date, fuel price, gasoline purchases, gallons purchased, total.
- Write the letter of the vehicle on the receipt and initial.