



Date: February 1, 2021
Re: Policy Statement on Wheelchair Transportation
From: Shajan Baby, Owner
To: All Employees

This policy statement refers to policies and protocols in place, as implemented by Genesee Transportation and disseminated through initial and ongoing training for company Wheelchair drivers.

Genesee Transportation provides a service to clients in need of Wheelchair transportation. This higher-risk population of our community expects and is required to have safe transportation. This transportation is door to door, which means that our drivers must adhere to all protocols and procedures for the safe transportation of our clients from the moment they are received into our care to the moment they are at their appointment, or safely back home.

If Assistance is Necessary

If you are in need of assistance or are having trouble with your passenger, for whatever reason:

- Pull over your vehicle to a safe place for yourself, your passenger and others on the road.
- Contact the Dispatch Manager and ask for advisement and assistance.
- Do not do anything that risks the health and safety of the client or yourself.

All procedures must continue to be adhered to. If there are questions about providing safe Wheelchair service, please let the Dispatch Manager or the owner know and they will make sure that you are provided the adequate training or training updates to make sure you can safely and effectively do your job.

Special Care Clients

Many of our clients need special care with their service because of their health circumstance. Underlying medical conditions necessitate the driver to be able to assess the client needs and assure that these clients are securely in their seats, without the possibility of slipping or falling. Special Care clients include, but are not limited to the following:

- Amputees
- Body Weakness (stroke and other)
- Paralysis
- Large size Wheelchair

These conditions often do not allow for the client to be able to provide adequate movement, strength and balance to be able to stay in their seat, if not secured properly.

If you have any questions regarding this policy statement, please contact me or the Dispatch Manager.

Thank you.

Shajan Baby
Owner

Safe driving as well as safe loading and unloading of clients is an essential part of the job. You must abide by the following safety standards:

Non Emergency Medical Transport: Safe loading and unloading procedures

All staff members who are involved in the transportation of passengers in wheelchairs should adhere to the proper procedures for loading and unloading.

To safely load passengers:

- Park the vehicle in a safe location. Avoid hills, ditches, and uneven terrain. Make sure there is plenty of room to operate the lift and safely position the wheelchairs on and off of the lift. If the vehicle is a rear-loading vehicle, take care to allow plenty of room at the rear of the vehicle.
- Engage the emergency brake on the vehicle.
- Deploy and lower the lift until it is level to the ground.
- Assist the person to maneuver the wheelchair onto the lift platform. If the vehicle is a side loading van, the passenger should be facing away from the vehicle. If the vehicle is a rear loading van, the passenger should be facing towards the vehicle.
- Power down the wheelchair, and deploy the brakes on the wheelchair.
- Use the lift platform safety strap.
- Stand next to the lift and activate the lift mechanism.
- Make sure that the safety gate on the lift platform engages to ensure that the wheelchair can't roll off the lift.
- After the lift is fully elevated, go into the vehicle to assist the person in maneuvering the wheelchair into the correct position in the van.
- Insert the four tie-down mechanisms to the fixture on the van floor. Double-check that they are secured, and locked in. The two front straps should be even with the front wheels of the wheelchair, and to the outside of them. The two rear straps should be between the two rear wheels of the wheelchair.
- Secure each strap to the frame of the wheelchair. Most wheelchairs will have transportation hooks built in. Do not fix the straps to the wheels, footrests, or any part of the chair that can come off during transport.
- Once all of the straps are fixed, pull them tight.
- Deploy the shoulder strap. Even if an individual has a seatbelt for the wheelchair, this is not designed to provide safety in a car accident. You must use a traditional vehicle shoulder strap.

To safely unload passengers:

- Park the vehicle in a safe location. Avoid hills, ditches, and uneven terrain. Make sure there is plenty of room to operate the lift and safely position the wheelchairs on and off of the lift. If the vehicle is a rear-loading vehicle, take care to allow plenty of room at the rear of the vehicle.
- Deploy the lift.
- Detach the shoulder straps and tie-downs.
- Assist the person onto the lift platform.
- For a side loading vehicle, make sure the wheelchair is facing out. For a rear-loading vehicle, the wheelchair should be facing towards the front of the vehicle.
- Check that the wheelchair is still powered down, and the brakes are engaged.
- Check to ensure that the safety gate on the end of the lift platform is engaged.
- Engage the lift platform safety strap.
- Go to the outside of the van and use the control to lower the lift.
- Assist the person to move their wheelchair safely off the lift platform.
- Prior to leaving, make sure the passenger is in a safe place, or assist them to move their wheelchair to a safe place.

Driver's Responsibilities

1. Provide the passenger with good service

- Be courteous and patient
- Speak to the passenger directly
- Ask first
- Do not handle the wheelchair without asking

2. Restrain the wheelchair and passenger safely

- Allow adequate clearspace
- Attach restraints to mainframe of wheelchair
- Do not twist webbing
- Do not cross straps
- Remove lap trays
- Secure loose objects

3. Drive Safely

- Accelerate smoothly
- Do not follow too close
- Brake early and gently
- Do not accelerate or decelerate around corners
- Anticipate hazards and warn passengers
- Always be aware of your passenger to assure they are secure in their seat and safe at all times
- Do not participate in behavior that is distracting from your job and the welfare of your passenger (texting, talking on phone (Bluetooth or other), listening to music, talking to other passengers)