

SAFE TRANSPORTATION POLICY

Policy:

To protect participant health and safety when "Greater Work Transit LLC" is responsible for providing transportation, the agency promotes safe driving practices, with provisions for handling emergency situations.

Driving/transporting participants is an essential job function at Greater Work Transit LLC.

Employees must be mindful that they are a representative of "Greater Work Transit LLC" while transporting participants in agency vehicles. If there are accurate complaints of employees committing driving infractions, they may be subject to disciplinary actions, including termination from employment.

Vehicles - Personal Support

General Transportation Procedures:

The Program Director or Coordinator will ensure that all employees who transport participants have a current, valid driver's license and are properly insured.

Employees must report any driving violations, lapse in personal insurance, revocation of driver's license, DUI's or accidents immediately to immediate supervisor.

All employees will follow procedures to ensure safe transportation, handling, and transfers of participants and any equipment used by participants when assisting with transportation, whether or not we are providing the transportation. When we are responsible for transportation of the participant or their equipment, employees will utilize the following assistive techniques:

All employees must wear their Employee ID in a visible manner while transporting participants to and from school, home, and/or residence.

Employees will provide assistance with seatbelts, as needed to ensure they are correctly fastened;

Employees will assist with the use of any ramp or step stools to ensure safe entry and exit from the vehicle;

When the vehicle is in motion, seatbelts are to be worn at all times by all passengers, including the driver;

Employees will comply with all seat belt and child passenger restraint system requirements under PA statutes when transporting a child;

Employees will ensure all supplies or equipment, including wheelchairs and walkers or other mobility aids or specialized equipment used by the participant is properly secured before the vehicle is in motion;

Employees must be prepared to intervene in order to maintain safety if a participant being

transported engages in behavior that puts the participant, the driver, or other passengers at risk of immediate danger of physical harm.

Employees will assure the following information is with them whenever transporting participants:

Participant Information Form or One Page Profile, including name and phone number of person(s) to call in case of emergency, must be kept according to data privacy policies;

Proof of insurance card and vehicle registration.

All employees are required to follow all traffic safety laws while operating vehicles. Employees will be responsible for paying for any fines or tickets issued by law enforcement.

All employees are prohibited from smoking, eating, drinking, or using cellular phones or other mobile devices while operating vehicles.

Procedures in Case of Accident:

If employees are involved in an accident they will follow these instructions in the order given:

Do not leave the scene of the accident or move the vehicle unless you and the participants are in immediate danger;

Evaluate the condition of yourself and the participants. Administer First Aid as necessary;

Call the non-emergency police number for your community or call 911 to alert police if immediate medical attention is needed; if you are driving a busette, you must call the State Patrol as they need to complete an on-site investigation.

Solicit aid from passing motorists, if necessary;

Supply authorities and/or other drivers with accurate and complete information leading up to and involving the accident;

Report back to the Program Director as soon as possible;

Follow " Greater Work Transit LLC" policy & procedures for reporting incidents.

Vehicles Owned or Leased

Procedures for Verification of Insurance and Driving Record Checks:

Human Resources staff will request verification of proof of insurance bi-annually for all employees whose job function requires them to drive.

Human Resources staff will request verification of a valid driver's license for all employees annually.

Human Resources staff will complete a motor vehicle driving record check on all employees whose job function requires them to drive.

Employees must report any driving violations, lapse in personal insurance, revocation of driver's license, DUI's or accidents immediately to immediate supervisor.

Human resources staff will provide Program Directors with a list of all employees who have current, valid driver's licenses and are properly insured. Employees cannot drive an agency vehicle or transport participants if they do not have a valid driver's license or are uninsurable.

Procedures for Defensive Driving Training:

Program Director or Coordinator will assure all employees who drive vehicles during the course of their employment, whether agency vehicles or personal vehicles, complete defensive driving training upon hire, yearly, and as needed.

The Program Director or Coordinator may require individual employees to take a driving safety course as a result of a driving violation.

General Procedures:

When we responsible for transportation of the participant or their equipment, employees will assure the following:

All employees must wear their Employee ID in a visible manner while transporting participants to and from school, home, and/or residence.

When the vehicle is in motion, seatbelts are to be worn at all times by all passengers, including the driver;

Employees will comply with all seat belt and child passenger restraint system requirements under PA Statutes, when transporting a child;

Employees must be prepared to intervene in order to maintain safety if a participant being transported engages in behavior that puts the participant, the driver, or other passengers at risk of immediate danger of physical harm.

Keys should not be left in the vehicle at any time unless in operation. Keys must be in the driver's possession at all times;

Vehicles should not be left running unattended with or without participants in the vehicle;

Lock all doors on vehicles when not in use;

In the event employees need to leave participants inside the vehicle during transfers or drop offs, the vehicle must be turned off and keys must be removed from the ignition;

Vehicles that are marked 'STOPS AT RR CROSSINGS' are required to stop at all railroad crossings. When approaching railroad tracks, move into the right hand lane, put your hazards on a block ahead of time and come to a slow and complete stop. After looking both ways, proceed on your way, turn off your hazards;

Radio volume must be kept low enough so as not to distract the driver at any time. The driver should have the ability to hear participants in the back seats talking in a normal voice, emergency vehicles, or warnings from other drivers, etc;

Seats and wheelchairs should not be in a reclined position when the vehicle is in operation. Wheelchairs must face forward at all times;

Cell phones cannot be used during the active operation of a vehicle or wheelchair lift or while loading and unloading participants. Ear buds cannot be used. Calls should be returned later or limited to times when the vehicle is properly parked and inactive. Pull over immediately to a safe place if a call must be made;

If behaviors occur while on a route, the driver should pull over to a safe location and call the appropriate Program Director for assistance.

Employees must supervise all participants at all times around all vehicles;

Always be aware of the width and height of your vehicle. Some vehicles are wider or taller than average;

Employees will assure the following information is with them whenever transporting participants:

Participant Information Form or One Page Profile

Name and phone number of person(s) to call in case of emergency;

First aid kit;

Proof of insurance card and vehicle registration.

All employees are required to follow all traffic safety laws while operating vehicles. Employees will be responsible for paying for any fines or tickets issued by law enforcement.

All employees are prohibited from smoking, eating, drinking, or using cellular phones or other mobile devices while operating vehicles.

Procedures for Medication Transport and Administration:

Drivers cannot give medication to participants except in emergency situations and if the driver is certified to do so.

Procedures for Fueling Vehicles:

When the tank reaches half full employees must refuel the vehicle.

Fuel is the only purchase that can be made unless approval has been given by a supervisor prior to purchase.

After filling agency vehicles, employees will collect the receipt, print their name, initial the receipt, and write the name/number of the vehicle on the front side of the receipt.

Employees will turn the receipts into their Program Director daily.

Procedures Prior to Operating Vehicles:

All employees must follow the Vehicle Safety Checklist prior to operating vehicles.

Employees must adjust mirrors prior to operating vehicle.

Employees must assure lights are turned on whenever driving vehicles.

Before operating any vehicle, employees must identify the location of the first aid kit and fire extinguisher.

Procedures for Loading and Unloading Participants:

Load participants in a safe and orderly fashion.

Review seating arrangements. Think about pick up and drop off order when determining where individuals sit.

Before loading a vehicle, if a participant is exhibiting behaviors that are unsafe or pose a threat to others, the driver can refuse to provide transportation. All participants should be calm when entering a vehicle.

Employees will provide assistance with seatbelts, as needed to ensure they are correctly fastened.

Employees will assist with the use of any ramp or step stools to ensure safe entry and exit from the vehicle.

Employees will ensure all supplies or equipment, including wheelchairs and walkers or other mobility aids or specialized equipment used by the participant is properly secured before the vehicle is in motion.

Ambulatory participants cannot use wheelchairs as seating.

Participants' personal items will be taken care of by the driver as needed. If possible, all items should be stored under the seat.

Cell phones cannot be used while the wheelchair lift is being operated or while participants are being loaded or unloaded.

As a safety measure, employees should open and close all doors. Employees must supervise and know where all of the participants are at all times before closing the doors. Do not slam doors;

Employees should assist at doors to ensure participants are clear of the door.

All wheelchair securements should be retracted and turned out or removed from pathways.

It is imperative that employees monitor the safe entry and exit of each participant in vehicles. This means not only watching and observing, but actually placing yourself right at the entrance/exit point so you can offer physical assistance to all those who need it and are prepared to support people so they do not fall.

Procedures for Loading Wheelchairs into Vehicles:

Park the vehicle where there is enough room to extend the lift to the ground.

Vehicle may or may not need to be running in order for the lift to work. If the vehicle must be running be sure the vehicle is in park and the emergency brake is engaged.

Use the deploy button to lay the ramp flat. If necessary, pull on the ramp to get it started. If the ramp seems stuck, report the problem to the Program Director as soon as possible.

Use the down button to lower the ramp to the ground.

ALWAYS explain to participants what you are doing while assisting them.

Roll the wheelchair onto the ramp with the participant facing out, away from the van. If the wheelchair cannot be turned around inside the van, the wheelchair may be loaded with the participant facing into the van.

Set the brakes or turn off the power to the wheelchair.

Secure the safety belt on the ramp if present. The belt should not be tight across the participant but must be short enough to keep the participant from rolling off the ramp. Lifts will not operate if the belt is not secured.

Use the up button to raise the ramp.

After the ramp is raised to the entry point, unlock the brake or turn on the wheelchair.

Maneuver the wheelchair into the van so the wheelchair is facing forward. If necessary, the wheelchair may face sideways but only if unable to face the wheelchair forward. NEVER face a wheelchair backwards in a vehicle.

Set the brakes or turn off power to the wheelchair.

Place securements on designated areas on wheelchairs or on the wheelchair frame.

Do not put the securement tie downs on any removable part of the wheelchair (e.g. arm rests, leg rests, wheels, etc.)

After securements are attached to the wheelchair, place the seatbelt around the wheelchair, as close to the hips as possible. The seatbelt should go under any tray on the wheelchair and may be strung through armrests if necessary.

Use the stow button to raise the lift for storage.

Procedures for Unloading Wheelchairs from Vehicles:

Use the deploy button to lay the ramp flat.

ALWAYS explain to participants what you are doing while assisting them.

Unlock the seatbelt from the participant.

Unlatch the securements from the wheelchair. Be sure securements are retracted.

Unlock the brake or turn on the power to the wheelchair.

Turn the wheelchair to face out of the van if possible.

Push the wheelchair onto the lift.

Set the wheelchair brakes or turn off power to the wheelchair.

Place the belt under any trays and as close to the hips as possible. The belt should not be tight across the participant but must be short enough to keep the participant from rolling off the ramp.

Use the down button to lower the ramp to the ground.

Remove the safety belt.

Unlock the wheelchair brakes or turn on the power to the wheelchair.

Move the wheelchair off the ramp.

Secure the safety belt. The lift will not work if the belt is not secured.

Use the up button to raise the lift.

Use the stow button to raise the lift for storage.

Procedures for Backing Up Vehicles:

Backing up vehicles is not preferred unless it is absolutely necessary. When stopping, park in such a way as to avoid backing up whenever possible.

If it can be avoided do not pull into neighborhood driveways.

Participants cannot be loaded or unloaded into a line of traffic. If it is safest for the participant, vehicles may be pulled into driveways.

If a vehicle must be backed up, employees must first walk around the vehicle to ensure there are no obstructions.

Procedures for Parking Vehicles

If possible, when there is more than one employee, a staff member and participant(s) should be dropped off at the entrance. The other employee will then park the vehicle. The same should occur upon departure.

Regular and handicap parking spots will accommodate mini-vans and larger vans. Busettes should only be parked in handicap spots that are vertical to the entrance. However, it is preferred that employees park in a spot where a larger vehicle can pull in and pull out rather than backing up; this may mean parking towards the back of the lot. It is acceptable to use both the front and rear spot if the vehicle is longer than the space assigned.

Participants cannot be loaded or unloaded into line of traffic so consider this when parking a vehicle.

If you must back out of a parking spot, be aware of the surroundings and note the vehicles behind you and on each side. If two employees are present, one employee should watch for pedestrians or oncoming vehicles and warn the driver.

Take extra precaution when backing out, paying extra attention to side mirrors both on agency vehicles and the vehicles adjacent.

Procedures for Picking Up Participants:

In the mornings, pick up times may be scheduled around the times homes are staffed.

Employees will follow the route guides that indicate the driving route and times participants are to be picked up.

It is important to be prompt and on time. If a vehicle is late, this may result in a missed connection for transportation to worksites or other vehicles. If you are running late call the appropriate Program Director so others can be informed of the delay.

Drivers are not to go into residences to assist participants in getting ready for transportation.

Residential staff members should assist participants from the home to the vehicle. If they are unable to assist participants from the home to the vehicle, drivers should help.

Drivers are responsible for helping participants into the vehicle.

The wait time begins at the regularly scheduled pick up time, even if the driver arrives early.

If a participant is not outside waiting or does not exit the house upon the driver's arrival, the driver will wait 5 minutes beyond the scheduled pick up time. The driver will then ring the doorbell or knock. After an additional 2 minutes, if the participant has not exited the house, the driver will leave. The driver should inform the Managers that member the vehicle will be leaving. It is then the responsibility of the residential provider to provide transportation for the participant.

If the participant does not get on the van in the allotted time, the driver should contact their Program Director or Coordinator.

Procedures for Dropping Off Participants:

Participant eligibility for unsupervised drop offs will be identified on an individual basis. Eligibility will be communicated in writing to the agency providing transportation services. The IAPP or participant information will state if the participant can be dropped off without supervision.

If a participant requires a supervised drop off employees will wait until there is physical communication with someone at the home before departing.

Employees will follow the route guides that indicate the driving route and times participants are to be dropped off.

It is important to be prompt and on time. If a vehicle is late, this may result in a missed connection for transportation to worksites or other vehicles. If you are running late call the appropriate Program Director or Coordinator so others can be informed of the delay.

When participants are dropped off at home, the employee is responsible for assisting participants out of the vehicle. Someone at the participant's home is responsible for assisting participants

from the vehicle to the home. If someone at the home is unable to assist, the employee should help participants into the home.

If someone at the home is not waiting outside or does not exit the house upon the vehicles arrival, employees will call the home using the agency vehicle cell phone. If there is no answer employees will wait 2 minutes before going to the door and knocking. If there is no answer, employees will call the residential main office or parent/legal representative to inform them of the situation. The employee and the contact will agree on an alternative location where the participant can be taken. A transfer of responsibility will occur at the alternative location and not interrupt the other participants drop off times.

Procedures for Using Handicapped Parking:

It is important to follow all guidelines of Commercial Disability (handicap parking) certificates.

Misuse may result in revocation of any certificates now or in the future by the State Driver and Vehicle Service Department.

Handicap certificates are only kept in certain vehicles. If there is not one in a vehicle contact the Program Director.

If a Commercial Disability certificate is missing from a vehicle, inform the Program Director as soon as possible.

Commercial Disability certificates are to be used for individuals with physical limitations only.

If parking in a handicap parking space, it is required to hang a handicap parking certificate from the rearview mirror so it is visible from the front and the rear of the vehicle. This applies to any handicap parking spaces including at worksites.

When displaying a handicap certificate, parking is allowed in handicap designated parking spaces and metered parking spaces without obligation to pay the meter fee.

Employees should place the certificate in the glove compartment or binder when done using it. It is illegal to have the certificate on the mirror while driving.

Commercial Disability certificates do not permit parking in "NO PARKING" spaces or in spaces designated for specific purposes or vehicles (e.g. emergency vehicles only, truck unloading areas).

Procedures in Case of Accident:

If employees are involved in an accident they will follow these instructions in the order given:

Do not leave the scene of the accident or move the vehicle unless you and the participants are in immediate danger;

Evaluate the condition of yourself and the participants. Administer First Aid as necessary;

Call the non-emergency police number for your community or call 911 to alert police if

immediate medical attention is needed;

Solicit aid from passing motorists, if necessary;

Supply authorities and/or other drivers with accurate and complete information leading up to and involving the accident;

An insurance information card and a vehicle accident procedure card are in every agency vehicle. These are located in the binder;

Report back to the Program Director as soon as possible;

Follow Bethel Inc policy & procedures for reporting incidents.

Procedures for Winter Driving:

Safety first. There is no place that you have to be that warrants taking risks and placing yourself, your participants, or others in jeopardy.

Slow down. Allow yourself extra time to get to your destination.

Allow increased distance between vehicles.

Do not pump anti-lock brakes.

Do not use cruise control on wet or icy roads.

Do not turn, brake, or accelerate too fast.

Do not follow snow plows too closely.

Remove all snow and ice from all windows, vehicle hoods, and vehicle roofs.

Procedures for Inclement Weather:

In the event of bad weather, every precaution should be taken to ensure the safety of employees and participants being transported.

Procedures for Weather Emergencies:

Evacuate the vehicle and move everyone to the nearest building or substantial structure at least 200 feet away from the vehicle if possible.

Take the First Aid Kit when evacuating the vehicle.

In the shelter, instruct all ambulatory participants to lie face down with their hands clasped behind their heads. Ensure participants who use a wheelchair are in a location where they will be safe from falling or flying debris.

If an adequate shelter cannot be reached without further endangerment, a ditch or depression in the immediate vicinity will have to be used.

Instruct everyone to lie face down in the ditch or depression with their hands clasped behind their heads. Assist wheelchair participants out of their chairs and help them to lie face down in the ditch or depression.

Once the danger has passed, assess the need for medical attention. Administer First Aid as necessary.

Call for assistance if needed.

Procedures if Vehicle Breaks Down:

Pull over to the side of the road as safely as possible.

Turn on emergency flashers and use the emergency triangles if available.

If a cell phone is available, call a Program Director, give details of where you are located and what happened.

If there is not a cell phone available, try to flag someone down and ask them to call Forever Care main office.

Do not leave participants alone or send a client for help.

Depending on where you are, the participants you have with you, and weather conditions, you can consider taking participants with you and walking to the nearest phone.

On evenings or weekends, call a call Program Director or Coordinator for assistance.

Procedures for Evacuating Vehicle (engine fire, submerged vehicle):

Stay calm.

Assess the situation.

Assess and utilize all available exits.

Assess your participants' abilities and any equipment which may also need to be evacuated (e.g. oxygen tanks).

Assist participants with unlatching seatbelts and exiting the vehicle.

If unable to unlatch belts, use the seatbelt cutter supplied in the vehicle to cut seatbelt

STEPS TO OBTAINING COMMERCIAL AUTO INSURANCE

1. Commercial auto insurance is a contract between an insurance company and a business where the insurer agrees to protect the business financially should its vehicles get stolen, or involved in an accident.

2. Commercial auto insurance quotes are only as good as the info you provide. Make sure you supply the following details with accuracy:

The basic details of all company vehicles, including make, model and year of manufacture

Expected annual mileage of each vehicle

How the vehicles are used (e.g. if they are driven on weird terrain or transport crazy stuff like hazardous materials)

Who will be transported by each vehicle (i.e. will it be just your employees or will there be other, non-employee passengers)

The ages of all drivers who will be using the vehicle(s)

A record of any existing/past company insurance

Your business address and where the vehicle(s) will be stored when not in use

The type of insurance coverage you need, including additional coverage you might want (i.e. towing or roadside assistance)

Accident records for all drivers of the vehicle

3. Comparing quotes by yourself can be complicated. You've got to keep things like an insurer's claims process, customer service and reputation in mind when choosing which is right for you.

An independent agent can make your life a lot easier, at least through this process. They're not tied down to one insurance company, so they're free to shop around, compare and assemble all the pieces of the puzzle even if they end up coming from multiple carriers.

4. You Must Tell your agent all pertinent information. The amount of coverage you'll want in each aspect of policy (e.g. collision, comprehensive, liability and uninsured/underinsured motorists)

The limit of what you're willing to pay out of pocket towards a deductible, should an accident Occur.

Any factors that could up the risk factor of your policy (like an employee who always blasts

speed metal while driving with a lead foot)

Ask for and discuss any deals or incentive payment plans (i.e. discounts for paying annually vs. monthly)

Pick the best coverage for your business

ONCE COVERAGE WAS OBTAINED, IT IS IMPORTANT TO OUR COMPANY
HAVE THIS PUC AUTHORITY AND TRANSPORT INDIVIDUALS.

NEW HIRE PROTOCOL

BACKGROUND CHECKS:

1. State criminal history
2. FBI criminal history (this shows criminal history across the US, not just the current state)
3. Department of Motor Vehicles (DMV) history
4. Child abuse history

GREATER WORK TRANSIT LLC

Currently our office is in a secured location with two computers, a phone, fax line and scanner. We plan to keep our trip sheets in a locked secure cabinet as well as have electronic capabilities and records through MediRoutes which an online dispatch that can provide each transport with information including but not limited to: date, time, location, and signatures. We will download these trip sheets on a usb drive as well pdf so we may be able to provide all information in a timely manner whenever an on-spot inspection could occur.

I could receive communication thru telephone or electronic requests(website). I can communicate with all drivers thru telephone communication via phone or text and have capabilities to send information via Mediroutes.