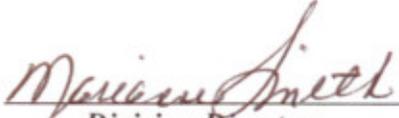


**Delaware Health and Social Services
Division of Developmental Disabilities
Community Services/Adult Special Populations**

Title: Transportation- Day Program

Approved By: 

Division Director

Written: DDDS Policy & Records Committee

Original Development Date: December 1983

Revision Date: August 31, 2006

I. PURPOSE

To establish guidelines for the use of vehicles assigned to State and contracted day/vocational programs as well as transporting, handling emergencies, and ensuring the safety of individuals being transported in state owned/operated vehicles.

II. POLICY

Transportation of individuals shall be provided in a manner that promotes safety and is in accordance with State of Delaware Laws.

III. APPLICATION

DDDS Community Services State Day Center Staff and day/vocational program service providers.

IV. DEFINITIONS

None

V. STANDARDS

- A. Staff assigned to transporting individuals shall hold a valid drivers license in their lawful state of residence and maintain a record of safe driving.
- B. Staff shall notify the Fleet representative of any suspensions, revocations or change of driver's status. The Division and/or provider agencies maintain the right to revoke driving privileges of State owned/operated vehicles.
- C. Drivers of State owned/operated vehicles shall be responsible for safely transporting passengers, reporting accidents and/or mechanical problems, and adhering to all Delaware Motor Vehicle Laws and Fleet guidelines.
- D. Eating, the use of profanity, smoking, and/or the use of a cell phone (except in the case of an emergency) while driving shall not be permitted on the vehicle. Drivers are to ensure the music and temperature is maintained to ensure the comfort of all the individuals on the vehicle.
- E. Assigned state employees/contracted agency employees/volunteers and individuals receiving services shall be the only persons authorized to be transported by state owned/operated vehicles, unless otherwise authorized by the Director or his/her designee. Family members/significant others of persons receiving services may ride in a vehicle if it's to support the individual served.
- F. Others may ride so long as it is directly related to the support of the individual receiving services; not for staff's convenience or personal business.

V. STANDARDS *(continued)*

- G. Vehicle Operators shall be notified of any cancellations or delay in transportation when weather conditions warrant a state of inclement weather or during a State of Emergency as declared by the Governor's Executive Order # 77.
- H. Vehicle operators shall make certain that each individual's seatbelt and wheelchair tie downs are securely fastened while traveling.
- I. The driver shall exercise his/her responsibility to refuse to transport an individual who poses a potential health or safety risk to themselves or others.
- J. All State owned/operated vehicles shall have an emergency communication device on each vehicle, when transporting individuals served.
- K. Each center shall have a published back up plan explaining procedures to be followed when adult supervision is not present at "drop off" site unless prior approval has been obtained and documented.
- L. Contracted service providers of day/vocational programs shall develop procedures that incorporate all of the standards in this policy, the requirements set forth in the Fleet Services handbook and address responses to behavioral, health and safety issues, accidents and inclement weather.
- M. Failure to comply with this policy may result in disciplinary action, up to and including termination, against the State employee and/or contracted agency provider.
- N. Keys shall not be left in the ignition when staff are not in the vehicle, with the following exceptions: to operate a van lift and to assist a person to safely enter/exit the van.
- O. The health and safety of individuals who have unsupervised time and occasionally remain in a vehicle for a short period of time shall be of paramount concern. For instance, extreme weather conditions shall prevent any consumer from staying unsupervised on a vehicle.

VI. PROCEDURES

State Run Day Programs

<u>Responsibility</u>	<u>Action</u>
Center Directors/ Designee	<ol style="list-style-type: none">1. Plans vehicle routes according to home address/scheduled site of individual pick up.2. Gives copy of vehicle run to vehicle operator, files one copy at Center and forwards one copy to Central Office.
Vehicle Operator/Attendant Chauffeur	<ol style="list-style-type: none">3. Calls Center Director between 5:45 a.m. and 6:30 a.m. if unable to drive van that day.4. Maintains a book on the van of names and telephone numbers for Fleet Services, Center Director, applicable Day Center, home or contact for individuals riding van, emergency contact numbers, and route description.

VI. PROCEDURES *(continued)*

<u>Responsibility</u>	<u>Action</u>
Vehicle Operator/Attendant Chauffeur	<ol style="list-style-type: none">5. Completes Vehicle Maintenance Trip Check before and after transporting individuals and notifies Center Director of any maintenance issues or concerns. Driver and Center Director check to see if vehicle is unsafe, if unsafe pulls the vehicle from services until repairs are made. Vehicles shall be returned to their destination of origin with at least ½ tank of gas. Fueling shall only be done when there are no individuals served on the vehicle.6. Completes vehicle run as scheduled.7. Waits a minimum of (3) minutes, at each scheduled stop, for individual(s).8. Ensures that vehicle is at a complete stop before permitting individual(s) to board or depart the vehicle.9. Ensures that all seat belts and wheelchair tie downs are maintained and in good working order.10. Ensures each individual's seatbelt and wheelchair tie down, if applicable, are securely fastened down and properly worn before moving the vehicle.11. Returns individual home if individual becomes ill enroute to Center and notifies the Center Director of the return. <p style="text-align: center;">OR</p> <p>Proceeds with individual to Center if illness is not apparent until closer to Center, and notifies Center Director upon arrival.</p> <ol style="list-style-type: none">12. Leaves individual at designated "drop off" site only in presence of adult supervision, unless prior approval/agreement has been obtained and documented. <i>(in cases where someone lives at home with their family the individual may be dropped off to any of the family/support members)</i> . <p style="text-align: center;">↓</p> <p>If no adult is home to meet individual and adult supervision is required, driver completes run and then returns to individual's home.</p> <p style="text-align: center;">↓</p> <p>If no one still at home follows back up plan as established by Day Center staff</p>

VI. PROCEDURES *(continued)*

<u>Responsibility</u>	<u>Action</u>
Center Director/Designee	13. Intervenes and documents destructive/harmful behavior on vehicles, and calls for assistance if needed.
	14. Submits documentation re: destructive/harmful behavior to the Center Director upon arrival.
	15. Forwards completed documentation of behavior concerns to the appropriate Team member(s).
Vehicle Operator/Attendant Chauffeur	16. Remains in vehicle at all times except in an emergency and when needed to give assistance to an individual to board or exit the vehicle. Driver must remain within 10 feet of the vehicle, at all times.
	17. Transports individuals home in afternoon unless instructed otherwise by Center Director/Designee.
	18. Refrains from backing a vehicle onto a roadway as it is not a safe driving practice.
	19. Arrives at Center in the afternoon shortly before individuals are ready for boarding
Center Directors/Designee	20. Reviews and files completed Vehicle Maintenance Trip Checks, at the conclusion of each month. Reports are to be kept on file for 1 year.

ACCIDENTS

Vehicle Operator/Attendant Chauffeur	21. Evacuates individuals from van, if necessary. Supervises at all times while help is being sought.
	22. Calls 911 to report accident immediately and provides requested information.
	23. Remains at scene of accident until police give approval for vehicle to be moved.
	24. Notifies Center Director/Designee as soon as safely feasible.
	25. Obtains name, address, and telephone number of any witnesses and ID # (or badge number) of the responding police officer.
Center Directors/Designee	26. Reports accident to Fleet Services/applicable Case Manager/Day Services Administrator as soon as safely feasible.

VI. PROCEDURES *(continued)*

<u>Responsibility</u>	<u>Action</u>
Center Directors/Designee	<ol style="list-style-type: none">27. Dispatches another van to scene of accident, as soon as possible, to transport uninjured individuals to Center or their home as approved by the police/medics.28. Assesses the situation from the information given, and determines whether to go to the scene of the accident.29. Promptly reports details of incident to Director of Community Services or On Call (if after business hours or on weekends).30. Notifies parents/guardians/providers/case manager(s) of the accident, seriousness of incident, injuries and site where medical treatment shall be provided.
Vehicle Operator/Attendant Chauffeur	<ol style="list-style-type: none">31. Completes Automobile Accident form that is kept in vehicle and completes an a DDDS Incident Report for each person involved in the accident, as required by DDDS policy. Documentation shall be completed by the end of the driver's shift.32. Submits completed forms to Center Director.
Center Director/Designee	<ol style="list-style-type: none">33. Forwards copy of Automobile Accident Report to Day Services Administrator and Fleet Services. Faxes a copy of the Automobile Accident Report to the State of Delaware Insurance Coverage Office.34. Maintains reports on file for 3 years.

INCLEMENT WEATHER

<u>Responsibility</u>	<u>Action</u>
Day Center Staff	<ol style="list-style-type: none">35. Reports to work except during a "State of Emergency" as declared by the Governor.
Day Service Administrator/Designee	<ol style="list-style-type: none">36. Evaluates weather conditions, local weather reports and reports from local school districts to determine if transportation should be canceled or delayed. Notifies Center Director and Director of Community Services.

<u>Responsibility</u>	<u>Action</u>
Center Directors	37. Notifies Vehicle Operator of decision. 38. Contacts local radio and television stations to request public announcement regarding Center transportation and change in hours of operation/transportation. 39. Documents cancellation or delay in van runs and reasons in daily log.
Vehicle Operator	40. Reports to assigned Center for special assignment when transportation is canceled or delayed, unless instructed otherwise.

VII. SYNOPSIS

This policy establishes minimum standards for transporting consumers who attend day or vocational programs, responding to emergencies and protecting the safety of passengers.

VIII. REFERENCES

Incident Reporting Policy

Fleet Services Handbook- refer to

http://www.state.de.us/dss/fleet/documents/fs_hndbk_031606.pdf

IX. EXHIBITS

A. Vehicle Maintenance Trip Check

B. Vehicle Book requirements

C. Automobile Accident Form- refer to: <http://www.omb.delaware.gov/inscov/>

Division of Developmental Disabilities

VEHICLE MAINTENANCE TRIP CHECK

Start Mileage _____

Vehicle Number _____

Finish Mileage _____

Total Amount of Fuel Added _____

CHECK-OFF

	Pre-Trip Inspection	Post-Trip Inspection	Driver's Remarks
Brakes/Parking Brake			
Interior & Dash Lights			
Exterior Lights			
Damage/Scratch/Windshield (Interior/Exterior)			
Steering			
Horn			
Tires			
Communication Device			
Wheelchair Lift and tie downs (cycled & inspected)			
Infection Control & First Aid Kits stocked & current			
Fire Extinguisher Charged			
Route/Vehicle Book			
Cleanliness			
Seatbelts			
Accident Report Kit/ Insurance Registration			
Safety Triangles			
Mirrors			
Passenger Door Mechanism (wheelchair vehicles only)			
Fluid Leaks			
Defroster/Heating/Cooling (seasonal)			
Fuel Level – ½ tank minimum			
Wipers/Washer			
Tracks free of sand, dirt, and/or debris			
No consumer, staff, or personal belongings left on vehicle			

Signature of Staff Completing Form: _____

Date Form was Completed: _____

PARC Reviewed and Approved: 08/01/06

Form # CS/SP 21

Vehicle Book Requirements

Vehicle Books vary by site location and are to be kept updated.

Center vehicle books should have:

- Route information
- Lift Procedures
- Profiles of individuals riding vans
- Emergency phone numbers
- List of fuel sites
- Wheel chair tie down instructions

Community vehicle books (not primarily used for consumer transport) should have:

- Emergency numbers
- Lift procedures
- List of fuel sites
- Wheelchair tie down instructions

Vendor vehicle books should have:

- Lift procedure
- Profiles of individuals riding on the van
- Emergency phone numbers
- List of fuel sites
- Wheelchair tie down instructions