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

Title: **Transportation- Community Services Programs/ Adult Special Populations**

Approved _____ **Division Director**

Written: **Policy & Records Committee**

Original Development Date: August 31, 2006

Revision Date: October 01, 2008

I. PURPOSE

To establish guidelines for 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 Staff and Vendor Agencies while transporting individuals served

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 reporting accidents and mechanical problems, adhering to all Delaware Motor Vehicle Laws and safely transporting the individuals served. Fleet guidelines shall apply.
D. Authorized drivers of State owned vehicles and individuals receiving services shall be the only persons authorized to be transported by state owned/operated vehicles that are assigned to group homes or extended care facilities.
E. Vehicle operators shall make certain that each individual's seatbelt and/or wheelchair tie downs are securely fastened while traveling.
F. Drivers of State owned/operated vehicles shall protect the safety of all those whom he/she transports. The driver may exercise the right/responsibility to refuse transportation to an individual if there is good cause to believe that the passenger may pose a health or safety risk to themselves or others.
G. All State owned/operated vehicles shall be equipped with a communication system, when transporting individuals served, to be used in case of emergency.
H. Failure to comply with this policy may result in disciplinary action up to and including termination of the employee and/or vendor agency.

I. 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.

J. 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.

K. Contracted providers shall comply with all of the Fleet Services Operating Policies and Procedures including the following delineation of permitted and prohibited uses of State owned vehicles:

1. Each vendor site assigned vehicles under contractual agreement will maintain a log in each vehicle which notes every use of the vehicle including, but not limited to date, driver, clients, departure time, beginning odometer reading, return time and ending odometer reading. This log will be legible, maintained and filed on a regular basis and will be made available to the State at any time for inspection. Failure to maintain a complete and accurate log will result in a recall of the vehicle for a period of time to be determined by the Fleet Administrator. A recall may range from thirty days to a permanent removal.

2. Vehicles under this program may not be used by employees to conduct personal business of any kind including, but not limited to banking, trips to restaurants or fast food establishments, personal shopping etc. Violations will be handled progressively by the Fleet Administrator and can be directed at the employee and/or the vendor.

3. Only drivers authorized by Fleet Services may operate vehicles under these contractual agreement.

4. Employees of the vendor and the clients at the site are the only authorized passengers permitted in state owned vehicles. Under no circumstance are friends or relatives of the clients or vendor employees permitted to travel in a state owned vehicle, as such travel is not "Official State Use".

5. These vehicle contractual agreements are for the purpose of providing cost effective transportation as a part of a normal living arrangement. In this context, vendors provide experiences that may include travel to various amusements or events. Effective with the publishing of this policy, **out of state trips** exceeding more than fifty miles from the home or facility, will require advanced written approval of the Director of the Division of Developmental Disabilities Services or his/her delegate, and notification of the approved trip to Fleet Services via email. This policy provides the State with the ability to limit vehicle costs and notice to allow timely support in the event any vehicle has mechanical problems. Additionally, to ensure the safety of the clients and employees, out of state trips exceeding the 50 miles will require a minimum of 2 attendants on any vehicle carrying individuals who are either significantly physically or mentally/cognitively impaired and who require close supervision and/or staff assistance. Staff are to have a fully charged, operable cell phone and either sufficient funds or a credit card

in the event of an emergency. Trips that remain in Delaware or are less than 50 miles from the home or facility do not require advanced approval or notification.

6. All drivers/direct support staff must be trained by the vendor to properly operate the vehicle, wheel chair lifts or ramps and all passenger restraints. Any questions concerning the operation of the vehicle must be directed to the Director of the Division of Developmental Disabilities or his/her delegate.

7. Misuse of vehicles including damages, excessive mileage, running out of fuel, locking keys in vehicles, accidents and any other inappropriate usage will result in charges to the vendor via the DDDS.

8. Vehicles assigned under this program are to be presented for maintenance and/or inspection to Fleet Services as requested. Fleet Services will make every attempt to schedule the event around the operating schedule of the individual home. It is expected that one phone call or email requesting presentation of the vehicle for service serves as adequate notice under this policy. Failure to present the vehicle, return calls for service or repeated missing of appointments will be cause for the Fleet Administrator to take progressive action against the employee, site or vendor that may include withdraw of the vehicle assignment.

VI. PROCEDURES

Responsibility	Action
Vehicle Operator	1. Maintains a notebook in the vehicle of names and telephone numbers for Fleet Services and emergency numbers. 2. Ensures the interior and exterior of vehicle are kept clean. 3. Eating, the use of profanity, smoking, and/or the use of a cell phone (except for emergency situations) while driving shall not be permitted in the vehicle. 4. Ensures the music level and temperature is maintained to ensure the comfort of individuals on the vehicle. 5. Ensures that vehicle is at a complete stop before permitting individual(s) to board or depart the vehicle. 6. Ensures that all seatbelts and/or wheelchair tie downs are maintained and in good working order. 7. Ensures each individual's seatbelt and wheelchair tie down, if applicable, are securely fastened and properly worn before moving the vehicle. 8. Intervenes, addresses and documents destructive/harmful behavior of passengers on vehicles, and calls for assistance if needed.

Supervisor or Designee	9. Forwards completed documentation of behavior concerns to the appropriate Team member(s).
Vehicle Operator	10. Remains in vehicle except when needed to give assistance to an individual to board or exit the vehicle (using lift, etc.). Driver must remain within 10 feet of the vehicle, at all times. 11. Refrains from backing a van onto a roadway as it is not a safe driving practice.
Vehicle Operator	12. Completes Vehicle Maintenance Trip Check and submits to Supervisor or designee daily **(if vehicle's primary use is for transporting consumers)**. Notifies Supervisor or designee of any maintenance issues or concerns.
	13. Reports vehicle problems to Supervisor. Driver and Supervisor check to see if the vehicle is unsafe, if unsafe Supervisor 14. Reports maintenance problem to Fleet 15. Pulls vehicle from service until repaired.
Supervisors or designee	16. Submits completed Vehicle Maintenance Trip Check to Regional Program Director or designee, as applicable. (Vendor Agencies- it is sent to the agency fleet representative) Report is to be kept on file for 1 year.
	ACCIDENTS
Vehicle Operator	17. Evacuates individuals from vehicle, if necessary. Does not leave individuals unsupervised while help is being sought. 18. Calls 911 to report accident immediately and provides requested information. 19. Remains at scene of accident until police give approval for vehicle to be moved. 20. Notifies Supervisor or designee. 21. Obtains name, address, and telephone number of any witnesses. 22. Reports accident to Fleet Services, Regional Program Director/Agency Directors or their designees, and/or on-call (if after business hours or on weekends) as applicable. Fleet's number is (800) 273-2277.
Regional Program Directors/Agency Directors or their designees, and/or On Call	23. Assess the situation from the information given and determines whether to go to the scene of the accident. 24. Reports details of incident, in a timely manner, to

Director of Community Services/ or designee or the Administrator On Call, if after hours.

Regional Program Director/Designee	25. Immediately notifies Case Manager of accident.
Case Manager/On Call	26. Notifies parents/guardians/providers, as applicable, of the accident, seriousness of the incident, injuries and site where medical treatment is to be provided, if applicable.
Vehicle Operator	27. Completes Accident form that is kept in the vehicle and an incident report on each individual in the vehicle before leaving for the day. 28. Submits completed forms to the Supervisor.
Supervisor or Designee	29. Forwards copy of accident report to Regional Program Director/Agency Director or designees and Fleet Services.
Fleet Contact	30. Files copy in vehicle record.

VII. SYNOPSIS

This policy replaces the existing policy entitled "Transportation". The policy identifies minimum standards for transporting, responding to emergencies and ensuring passenger safety while using State owned vehicles. Reference is made to the Fleet Services Operating Policies and Procedures for more specific operating policies and procedures.

VIII. REFERENCES

Incident Report Policy
Fleet Services Operating Policies and Procedures
http://gss.omb.delaware.gov/fleet/policies.shtml

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 shall include:
Route information
Lift Procedures
Profiles of individuals riding vans
Emergency phone numbers
List of fuel sites
Wheelchair tie down instructions

Community vehicle books (not primarily used for consumer transport) shall include:
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