



Policy Title: Transportation Policy	Effective Date	1-1-14
	Revision Date	9-7-18
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	Approval	MM
	File	Policies

I. Purpose

To provide for the safe transportation for individuals served by PAI.

II. Revision History

Date	Rev. No.	Change	Reference Section(s)
8-25-17	1	Person-centered language Clarification of PAI staff's roles Clarification of contracted vendor's role and drivers' responsibilities	All
9-7-18	2	Addition of driver requirements when operating leased vehicles.	VI

III. Persons Affected

All individuals receiving services from PAI via PAI staff drivers or contracted vendors.

IV. Policy

A. PAI Transportation Safety Standards

1. All Vehicles Owned by PAI Meet State and Federal Regulations
 - a. All PAI vehicles are inspected annually to assure safe operation.
 - b. All PAI vehicles are equipped with safety equipment, including an emergency first aid kit, fire extinguisher, etc.
 - c. All PAI vehicles must pass a Driver Vehicle Inspection (DVI) prior to use.
 - d. Any concerns regarding PAI vehicles' safety and/or operation are reported immediately to the PAI site Program Director and/or PAI designated staff.
 - e. Repairs are completed in a timely manner, with verification that vehicle is safe prior to resuming its use.
2. PAI Staff General Training Standards for Driving a PAI Vehicle
 - a. Prior to driving any PAI vehicle, staff receive instruction and demonstrate competency in the following:
 - i. safe boarding and de-boarding procedures,
 - ii. negotiating barriers,
 - iii. how to support specialized equipment or transportation needs of individual riders,
 - iv. how to ensure that all riders wear their seat belts and keep them in place during transport,
 - v. how to correctly use any lift equipment, wheelchair securements, seat belts, web extensions, etc.,

- vi. how to complete a Driver Vehicle Inspection (DVI) report of a vehicle's condition (prior to having passengers aboard the vehicle),
 - vii. proper starting and shut down of vehicles,
 - viii. how to access information about the riders,
 - ix. safe driving skills, such as parking, backing up, making turns, etc. and
 - x. how to access and use safety equipment, report on-the-road concerns, accidents, medical emergencies, etc.
- a. PAI staff will carry cell phones when using PAI vehicles and use them in accordance to agency standards for the use of wireless communications devices.
 - c. PAI staff will carry emergency information (via the PAI Face Sheets) and supplies when transporting individuals, including:
 - i. the individual's emergency contact information, including their doctor's name and number, their preferred hospital, etc. and
 - ii. any specialized seizure and medical response protocols and prescribed medications per the protocols (i.e. PRN medication).
 - d. PAI staff will do an inspection of the vehicle's safety features prior to departure, including the checking of all individual wheelchair securement devices and brakes, all passenger seat belts, the locking of all doors, and the secured storing of personal items.
- B. PAI Staff Driver Response to Seizures and Medical Emergencies
1. When the PAI staff driver is the only staff on the vehicle and an individual has a seizure or medical emergency, the driver will:
 - a. Pull the bus to the side of the road when it is safe to do so (when the vehicle does not cause a traffic hazard), turn the engine off and remove the keys, and turn on the hazard flashers.
 - b. Go to the individual's side, assess the situation, and make them as safe and comfortable as possible.
 - c. If the individual is experiencing a medical emergency, the staff driver will provide assistance as the situation dictates (i.e. call 911, perform first aid, provide care for illness, etc.).
 - i. If 911 is called, the staff driver will provide support to the individual until medical services arrive and will notify the PAI Program Director.
 - ii. The staff driver will provide the emergency medical service personnel information about the individual.
 - iii. If the individual is transported to a hospital, the staff driver will inform the Program Director, who will coordinate with family or residential staff for meeting the individual there.
 - d. If the individual is experiencing a seizure, the staff driver will monitor for complications and record the length of the seizure if possible.
 - i. If the individual does not have a history of seizures, 911 will be called immediately.
 - ii. If the individual has a history of seizures, the staff driver will check to see if the individual has an individualized seizure protocol.
 - iii. If the individual has an individualized seizure protocol, the staff driver will follow the steps outlined in the protocol.
 - a. If indicated by the protocol, the staff driver will administer PRN medication.
 - b. If the seizure length does not exceed the guidelines indicated in the protocol for PRN medication administration and the individual's breathing is not compromised, the staff driver will transport the person to the PAI service site or to another location as determined in discussion with the PAI Program Director and/or designated PAI staff.

- c. If the seizure length does exceed guidelines indicated in the protocol or if the individual's breathing is compromised, the staff driver will call 911 and provide rescue breathing and/or CPR if necessary.
2. At the conclusion of the seizure or medical emergency situation, the staff driver will confer with the Program Director about whether they should return to the PAI site or continue to their destination.
3. The staff driver will complete all applicable PAI report forms per the PAI Reporting and Documenting Incidents and Emergencies Policy.

C. Vehicle Accident

1. In the event that a PAI vehicle is involved in an accident while individuals are on board, the staff driver will:
 - a. Park the vehicle in the safest location possible and call 911 for emergency assistance (police, ambulance, etc.).
 - b. Check all the individuals and ensure everyone is as safe and comfortable as possible.
 - c. Assess individuals involved for injury and provide first aid if necessary. If necessary for the individuals' safety, they will be assisted out of the PAI vehicle.
 - d. Notify the PAI Program Director. Arrangements will be made to send additional PAI staff to the location and to arrange for alternative transportation, towing of the vehicle, etc.
 - e. The staff driver and/or other PAI staff who are present will collect the following information at the site of the accident:
 - i. Names, addresses, phone numbers and e-mail addresses of any other involved drivers and/or eyewitnesses.
 - ii. Vehicle information (year, make, color and model) and license plate numbers of other involved drivers.
 - iii. Insurance information, including policy holder name and phone numbers, of other involved drivers.
 - iv. Photos of the scene and other vehicles, if possible.
 - v. Specific location of the accident (cross-streets, direction vehicle was traveling, description of road conditions, and other details from the scene).
 - vi. Specific time of the accident.
 - vii. A copy of the police report or the case number from the responding police officer.
2. Upon return to the PAI site after an accident, the staff driver will review the details of the accident with the Program Director, Vice President, and President.
3. The Program Director or their designee will contact the team members of the individuals involved and will coordinate the completion of applicable PAI reports.

D. Guidelines for External (Non-PAI Owned) Transportation Vendors Contracted by PAI (Newtrax, Inc.)

1. All contracted vendors must adhere to applicable state and federal regulations.
2. All contracted vendor drivers must pass (and maintain) a Bureau of Criminal Apprehension background check prior to transporting individuals served by PAI.
3. All contracted vendor drivers will receive Vulnerable Adult training on how to recognize and report suspected maltreatment. All drivers will be considered mandated reporters.
4. All contracted vendor drivers must have current First Aid and CPR training certification.
5. All contracted vendor drivers will have a walkie-talkie, issued by the contracted vendor, and will be able to connect to 911 and the contracted vendor's dispatch department at all times.

- a. All contracted vendor drivers are prohibited from using hand-held communication devices while operating their vehicles per federal regulations. In addition, the use of blue-tooth communication devices is also prohibited.
6. All contracted vendor drivers will receive orientation and on-going training in safe driving practices, emergency response protocols, passenger assistance, vulnerable adult protection, and other policies and protocols as deemed applicable by the vendor and/or PAI.
7. All contracted vendor drivers will have access to emergency information about PAI riders via the Bus Cards. The Bus Cards will be kept in a 3-ring binder on each vehicle when in operation and taken into the contracted vendor's office area when the vehicle is not in operation.
8. The Bus Cards will include:
 - a. The individual's name;
 - b. The individual's picture;
 - c. Home address and alternative pick-up and/or drop-off addresses (e.g., respite home addresses, family member's addresses, etc.)
 - d. Residential service provider's or family contact person's names and phone numbers, including cell phone numbers;
 - e. Hospital of choice and physician's name and phone number;
 - f. Guardian(s) name(s) and phone number(s);
 - g. County case manager's name and phone number;
 - h. Date of birth;
 - i. Age;
 - j. Gender;
 - k. Physician's release;
 - l. DNR/DNI status;
 - m. Issues (e.g., non-verbal communicator, visually impaired, etc.);
 - n. Location of VNS;
 - o. Notes if visually impaired;
 - p. Mobility descriptor (Ambulatory, Ambulatory/Assistance, Transfers to seat, Wheelchair standard, and Wheelchair oversized);
 - q. PAI site information (including PAI address, phone number, staff contact, room, etc.);
 - r. General Transportation Seizure Protocol;
 - s. Positive Support Strategies;
 - t. Individual Boarding Instructions; and
 - u. Other Considerations/Needs.
9. All contracted vendor drivers will conduct the final inspection of all passengers' safety securements (wheelchair tie down straps, lap belts, etc.) prior to departure.
10. All contracted vendor drivers will do inspections of all passengers' safety securements throughout the route's duration (i.e. checking during the route's stops).

V. Staff Responsibilities

- A. Each site's Program Director, Designated Coordinator or their designee will:
 1. Arrange for coverage of site-specific transportation service needs with contracted vendor or PAI-owned vehicles.
 2. Assist with scheduling work and activity-related rides with contracted vendor.
 3. Forward updated PAI Bus Card information to contracted vendor.

- B. The contracted vendor's safety manager will assure safe and efficient transportation services are provided to the individuals served by PAI.
 - 1. The safety manager will periodically observe during arrival and departure times at PAI sites to assess contracted drivers' adherence to safety and customer service standards.

- C. A person contracted by PAI for the purpose of vehicle maintenance and support services will:
 - 1. Trouble-shoot transportation issues and concerns with the contracted vendor.
 - 2. Address safety and service concerns.
 - 3. Review all DVI forms from PAI vehicles and follow-up on any identified concern areas.
 - 4. Provide transportation-related training to PAI staff.
 - 5. Manage PAI-owned vehicles through:
 - a. Assuring vehicles are maintained in safe operating condition;
 - b. Scheduling routine vehicle maintenance;
 - c. Authorizing repairs per agreed to cost ceiling identified by the PAI President.
 - d. Scheduling state inspections, taking vehicles to inspections, and completing any required follow-up activities;
 - e. Maintaining current registration, licenses, and tabs on all vehicles;
 - f. Moving vehicles from one PAI site to another or to maintenance garage;
 - g. Tracking out-of-commission time of vehicles having maintenance work and making all necessary arrangements for loaner vehicles for use at PAI site(s) if needed;
 - h. Keeping PAI site Program Directors apprised of any vehicle-related information; and
 - i. Assuring vehicles are cleaned regularly.

VI. Staff Driver of Vehicles Owned by Another Organization

- A. PAI staff who are driving a vehicle owned by another organization will be responsible to:
 - 1. Provide a copy of their current driver's license to the other organization, if requested;
 - 2. Successfully complete training provided by the other organization, and meet all driving standards identified as necessary for operating the vehicle.
 - 3. Follow all personnel policies required of employee drivers of the other organization, including any practices required by applicable legal, regulatory and/or licensing standards followed by the other organization (including drug testing).
- B. Prior to operating a vehicle owned by another organization, the staff will complete a DVI form and other forms required by the other organization. The staff will also do a radio check (via tablet, phone, radio, etc.) per the other organization's protocol, if required, prior to departure.
- C. Upon return to PAI after the trip, the staff will do a "park and clear" notification to the other organization's dispatch (via tablet, phone, radio, etc.), if required.
- D. PAI staff will report any vehicle concerns or issues to the other organization immediately and follow the directions provided by the other organization for follow-up maintenance or repair.