

# Transportation

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Lifeworks Day Training and Habilitation (DT&H) service requires that we ensure transportation is provided or arranged by the Transportation Department only in the most efficient and responsible way possible to and from Lifeworks centers, job sites, and the individual receiving services place of residence. (see *transportation Policy*) If the person we are serving would like to be transported to or from a destination other than their residence, Lifeworks requires this request in writing from the individual's guardian five days prior to the ride change. Lifeworks will make every attempt to arrange this transportation but cannot guarantee the change will be accommodated. Lifeworks may receive funding for the people we serve who are authorized for transportation. It is billed based on the documentation of billing system.

The Transportation Department, the Program Manager, and the Senior Vice President of Programs and Operations decide if Lifeworks will serve the individual requesting services. The Transportation Department is responsible for setting up transportation for new and existing individuals and making changes when needed. This is initiated during the referral process or when a transportation request form is submitted to the Transportation Department.

Individuals may arrive at work or a center via a contracted transportation provider (e.g., Metro Mobility, Transit Link); a Lifeworks vehicle; staff car; MTC bus; or walking.

Service Facilitators, Service Specialists, and Program Managers are responsible for requesting transportation through the transportation department, informing teams of time or ride changes, and following up with concerns from the home or persons served. They also need to know if the persons served receives transportation from Lifeworks, their home, Metro Mobility Demand, Metro Mobility Agency, Transit Link, or city bus and how to contact the transportation provider. See Transportation Request procedure on how to get transportation setup [Transportation Scheduling Process](#).

## **Requirements for Driving Lifeworks Vehicles**

*(Also see Employee Resource Manual for Transportation training procedures.)*

- Complete DOT physical before driving Lifeworks vehicles
- Read the transportation module before driving Lifeworks vehicles
- Read the CSSP Addendum for each individual you will be transporting before driving Lifeworks vehicles
- Complete CPR/First Aid training before driving Lifeworks vehicles
- Complete Training- *Training 1- Passenger Assistance at Admin Before assisting passengers on and off a Lifeworks vehicle*
- Complete *Training 2 at Center- Behind the wheel defensive driver training- before driving Lifeworks vehicles*
- *Complete Training 3 at Center- Drive 4 times with another staff who has completed all trainings- before driving alone in a Lifeworks vehicle*
- Complete 3 part training and signed off by the trainers, staff and program manager

## **Emergency situations:**

During an emergency, staff drivers must remain self-composed calmly assess the situation and take the appropriate actions.

- Reference Emergency situation card located in visor of each Lifeworks vehicle
- Call 911 if necessary
- Immediately contact Transportation Department, Program Manager, and/or Program Location
- Follow instructions from Transportation Department or Program Manager

All Lifeworks vehicles are equipped with:

- Emergency situation card
- Fire extinguishers
- First aid kits
- Body fluid clean up kits
- Seat belt cutter
- Emergency triangles
- GPS,
- Mobile phone.

The Transportation Department and Program Managers are to be notified immediately after 911 has been called (if 911 is necessary). Lifeworks Transportation Department determines whether the vehicle is unsafe or unreliable and has the authority to immediately take the vehicle out of service. The vehicle will be serviced and returned to the center or

jobsite as soon as possible. If a vehicle is not available for program use, an alternate vehicle must be used or services for the affected individuals must be adjusted.

***Accident:***

- Call 911
- The highest priority is to tend to the safety and care of individuals that are being served by Lifeworks
- Do not leave the scene of the accident, no matter how minor, prior to talking to the Lifeworks Transportation department
  
- Put 4-way flasher/hazard lights on
- Place emergency warning triangles out (legally place 100 ft apart).
- Call the Transportation Department and/or your supervisor. If no answer leave a message and explain it is an emergency. Continue to call until someone is reached or call the center location, if applicable.
- Utilize the Emergency situation card located under the visor of the vehicle
- At the scene get the other drivers name, insurance information, driver license number, and license plate number.
- .
- Fill out necessary paperwork that will be provided by the Transportation Department

***Lost:***

- If at any point a Lifeworks vehicle or driver is lost pull over in a safe location.
- Immediately call the Transportation Department and/or your supervisor. If no answer leave a message and explain it is an emergency. Continue to call until someone is reached or call the center location, if applicable.
- Describe where you are located by looking for street signs and land markers

***Lifeworks Vehicle running more than 30mins behind scheduled ride times:***

- Pull over in a safe location
- Call the program location and notify them that you are running 30 mins behind schedule
- Inform the program what stop you are at

- Program staff will start to call homes to inform them of the delayed bus.
- Point person at program will notify Transportation department and or Supervisor of the delayed route.

***Vehicle break-down:***

- Call the Transportation Department and/or your supervisor. If no answer leave a message and explain it is an emergency. Continue to call until someone is reached and/or call the center location, if applicable.
- Put 4-way flasher/hazard lights on.
- Place emergency warning triangles out (legally place 100 ft apart).

***Fire:***

The safety of the people we are serving is your first priority

- Remove all of the individuals from the vehicle
- Call 911
- Extinguish fire with fire extinguisher only if there are individuals still on board and unable to get off.
- Call the Transportation Department and/or your supervisor. If no answer leave a message and explain it is an emergency. Continue to call until someone is reached and/or call the center location, if applicable.

***Tornado***

- If there is flying debris in the area where you are driving it is recommended to seek shelter, or pull over, stay in vehicle put heads down in lap..
- If there is a tornado warning in the area and you are still at a center or jobsite, **stay there** until the warning has ended.

***Heavy snow or ice:***

Program Manager/Program Supervisor along with the Transportation Department will discuss and decide if it is safe to drive with individuals that Lifeworks is serving.

- Be conscientious about driving techniques that are needed under slippery road conditions and limited visibility.

## **Lifeworks required procedural standards**

- Lifeworks vehicles are for business use only and not for staff personal use.
- Lifeworks tax exempt status mandates that Lifeworks vehicles may only be used for transporting individuals being served by Lifeworks.
- New employees will not drive any Lifeworks vehicle until they have completed all 3 trainings, the form is signed off by all trainers and HR sends written confirmation to supervisor of team.
- If a Lifeworks employee has additional employment, that they are compensated for, in combination with their Lifeworks job totaling 60 hours a week, must track the hours they work. New employees sign a form indicating their current status of hours worked per week.
  - Should an employee's status change at any time, they must notify their supervisor immediately.
  - If staff are working more than 60 hours at all jobs in rotating rolling 7-day period, they will no longer be eligible to drive a Lifeworks vehicle during that time.
- When driving Lifeworks vehicles, you must stop at all railroad crossings that are not marked exempt. Turn on your four-way flashers and look both ways for trains.
- The driver must ensure all passengers and themselves are wearing seatbelts
- All individuals who utilize a wheelchair will be brought on to the lift backwards
- All individuals who utilize a wheelchair will be facing forward on the bus
- The driver must physically check that all four wheelchair tie-downs are secured correctly, based on information received on Training 1, on each individual wheelchair.
- All brakes must be engaged on wheelchairs and power wheelchairs must be turned off when riding up and down on lift and when positioned on the bus.
- All staff must keep a mobile phone with them and turned on when driving a Lifeworks vehicle.
- It is illegal and against Lifeworks policy to talk on or operate a mobile phone (e.g. make phone calls, text, email, get music, search the internet, play games) while driving a Lifeworks vehicle. This includes hands free devices (e.g. Bluetooth).
- Drivers are to stay in the immediate area of the vehicle when there are passengers onboard.
  - Lifeworks staff will assist individuals on and off the vehicles when arriving or leaving.

- Drivers are required to visually see an individual enter their home when dropping them off.
- The interior of the vehicle will be kept clean.
- The use of tobacco in any form (e.g. smoking, vaping, chewing) is not permitted on a Lifeworks vehicle.
- The consumption of food is not permitted on a Lifeworks vehicle.
- All vehicles must be returned in time for the next scheduled use with the gas level at least ½ full.
- Staff will not fill the vehicles up with gas when there are passengers onboard
- After each route or outing they will ensure that all windows and doors are shut and locked.
- No Lifeworks vehicle should be left idling more than 15 min.
- A Lifeworks vehicle should only be left running when it is staff's eyesight and on Lifeworks property.
- At the completion of each route or outing, all drivers will complete a walk-through of the vehicle to ensure no individuals were left on board and place the empty sign in the rear window.
- The Monthly Trip Record form will be completed each time the vehicle is driven.
- The Pre and Post Trip forms will be completed each time the vehicle is driven.
- All wheelchair securements must be stored in designated storage areas at all times.
- There are Orange laminated "Empty" signs located in each of the Lifeworks vehicles. These signs are to be hung up each time a vehicle is not in use. The signs are to be hung up on the white hook located on the back-left window in the buses and the white hook located on the back window of the vans. These signs are to assist in ensuring that no individual is left on a Lifeworks vehicle unattended.

### **Requirements when driving and/or assisting in Lifeworks vehicles**

- Ensure parking brake is on and the engine is running when operating the lift.
- Ensure vehicle is parked in a safe place with a level surface to load and unload passengers.

- Follow wheelchair assistance techniques. Explain to each individual who is assisted where he or she is being moved, especially when going up and down on the lift.
- Be sure wheelchairs are positioned on lift so that safety lip is up and the lift belt is fastened.
- Follow any special seating arrangements or behavior programs.
- Before moving away from the curb, double check that all passengers in benches and in wheelchairs are buckled in securely.
- Drivers are to stay in the immediate area of the vehicle when there are passengers onboard.
  - When coming to Lifeworks and work sites, legal representatives or residential staff is responsible for getting individuals being served by Lifeworks and equipment to and from the vehicle.
  - Lifeworks staff will assist individuals on and off vehicles when arriving or leaving Lifeworks and work sites if required.
  - When arriving at a home, Lifeworks staff is to stay within the immediate area of the Lifeworks bus and will not assist individuals into their homes, but will visually ensure that each person has entered their home.
- If you are unsure of your ability to adhere to any of these standards or trainings you have received, reach out to the Lifeworks Transportation department.

### **Expectations for Individuals riding on a Lifeworks route**

When someone receives a ride to Lifeworks or to work, it is the programs staffs' responsibility to inform the rider and their team about the expectations to ride. Below are items to share with them. In order to provide safe and efficient transportation, Lifeworks Services has set the following procedures.

- Drivers are to stay in the immediate area of the vehicle when there are passengers onboard.
  - When arriving at an individual's home, the legal representatives or residential staff is responsible for getting the individual and/or equipment to and from the vehicle.
  - Lifeworks staff will assist individuals on and off vehicles when arriving or leaving Lifeworks and work sites if required.
  - When arriving at a home, Lifeworks staff are to stay within the immediate area of the Lifeworks vehicle and will not assist individuals into their homes, but will visually ensure that each person has entered their home.
- Drivers will decline to transport individuals who have blood or other bodily fluids on their clothes or exhibiting behaviors that affect the safety of others

- A Lifeworks vehicle will wait 5 minutes after the schedule arrival. If the passenger does not board the vehicle within five minutes the vehicle will depart without the individual. If a bus arrives early they will wait 5 minutes after the schedule pickup time before leaving.
- Lifeworks vehicles will arrive as close to the scheduled ride times as possible, however due to absences, schedule changes, increase in wait times or inclement weather this can cause times to fluctuate. Lifeworks buses should arrive at or within 30 minutes after the scheduled pickup and drop off time before the ride is considered late.
- Any change in addresses for pick-up or drop-off must be approved by the Transportation Department five working days in advance of transportation being needed.
- If an individual misses their bus at a Lifeworks location, the staff member responsible for the person that missed their bus will arrange transportation home for the individual (e.g., use personal car to drive individual home).

### **Transportation complaints**

- Staff receiving complaints from persons served their legal representatives, community members, or contractors should first attempted to resolve the complaint directly with the person that has the complaint with the assistance of their supervisor. Example of complaints these complaints: that should stay in the hands of staff are as follows.
  - Late bus
  - early bus
  - rude driver
  - rude home
  - person served no shows or cancel at the doors
  - problems at the pick up or drop off locations

If after making and attempting to resolve the complaint has failed staff should contact the transportation department for further assistance.

Lifeworks will acknowledge all complaints in regards to transportation services to the compliance department or the transportation department.

### **Grant vehicles**

In order to retain federal grant vehicles, certain data must be reported quarterly to the Minnesota Department of Transportation. This data is used to verify that the vehicle is being used as the grant requires. Fill out Driver's Monthly Trip Record accurately and completely.

### **Contracted vehicles:**

If an individual is riding a Metro Mobility bus, they must have a Metro Mobility ID card or a valid state ID card with a bolded capital "A" on it with them at all times. Metro Mobility provides door to door service.

If you need to share confidential information with a driver about a person Lifeworks is serving, ensure the individual and/or his/her legal representative have signed the Release of Information and Acknowledgement of NPP form. This is allowing Lifeworks staff to exchange information with the transportation provider. Should an individual lose their Metro Mobility ride due to no-shows or late cancelations (cancels made less than one hour before their pick up time) they may be responsible for getting to and from their destination during their suspension from Metro Mobility. Lifeworks will not bill for transportation if we are not providing transportation while on suspension. Lifeworks Service Specialists and Service Facilitators are responsible for training or behavioral support that is needed to use transportation appropriately.

### **Requirements for transporting people in your car:**

- Be familiar with the people you are transporting. Read over their CSSP Addendum and become familiar with the best approach to use to meet their needs.
- Both you and your passengers must wear a seatbelt as required by Minnesota law.
- Carry a first-aid kit in your car. (Available from Human Resources Department.)
- Carry Emergency situation card (Available from the transportation department) in your car
- Check with your insurance company to see if your policy covers this type of use.
- Document each date you provide transportation and the total mileage on the appropriate system. You will be reimbursed at a pre-determined rate for mileage incurred providing transportation. Indicate if it was a community trip or a route.