



Transportation Module

Overview

Lifeworks Services Inc. offers transportation services to those in Day Support Services (DSS) and Employment Services. These transportation services can be provided by the Fleet and Facilities Department via Lifeworks Vehicles, coordinated with external vendors via the Transportation Department, or transported in a Lifeworks employee’s vehicle. This will be done in the most efficient and responsible way possible to and from Lifeworks Centers for Disability Inclusion (CDI), job sites, and the clients place of residence. This document describes the expectations of Lifeworks Employees in regards to transportation for clients.

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Lifeworks Vehicles

Requirements before driving Lifeworks vehicles

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

- Completed DOT physical.
- Have read the transportation module.
- Have read the Support Plan Addendum for each client you will be transporting
- Completed Training- Training 1- Passenger Assistance at CDI Site before assisting passengers on and off a Lifeworks vehicle
- Completed Training 2 at CDI- Behind the wheel defensive driver training.
- Completed Training 3 at CDI- Drive 4 times with another Lifeworks employee who has completed all trainings- before driving alone. Once all 3 trainings are completed, have had their team manager sign-off on them, they then can drive a Lifeworks Vehicle independently.
- Once Team Manager has signed off on the training documents, they then need to send the forms to HR for tracking purposes.

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 client who is assisting and where they are being moved, especially when going up and down on the lift.
- Ensure wheelchairs are positioned on the lift, so the safety lip is up, and the lift belt is fastened.
- Follow any special seating arrangements or behavior protocols.
- 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 a Lifeworks route is more than 30 minutes behind schedule:
 - Pull over in a safe location
 - Call the CDI location and notify them that you are running 30 mins behind schedule

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- Inform the CDI what stop you are at
- Program staff will start to call homes to inform them of the delayed bus.
- The staff at the CDI that answered the phone call, from the driver, will notify their supervisor of the delayed route.
- When arriving at a home, Lifeworks staff is to stay within the immediate area of the Lifeworks bus and will not assist clients 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 Fleet and Facilities Department or your supervisor.
- When arriving at a client's home, the legal representatives or residential staff is responsible for getting the clients and equipment to and from the vehicle.
- Lifeworks staff will assist clients on and off vehicles when arriving or leaving Lifeworks and work sites if required.

Lifeworks Vehicle Safety and Usage 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 clients being served by Lifeworks.
- New employees will not drive any Lifeworks vehicle until they have completed the proper training and documentation as stated above in "Requirements before driving a Lifeworks Vehicle"
- If a Lifeworks employee has additional employment, that they are compensated for, in combination with their Lifeworks job totaling 60 hours a week, the employee must track the hours they work. New employees sign a form indicating their 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 a Lifeworks vehicle, 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 clients who utilize a wheelchair will be brought on to the lift backwards
- All clients who utilize a wheelchair will be facing frontward 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 client wheelchair.

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- All brakes must be engaged on wheelchairs when riding up and down on the lift and when positioned on the bus.
- Power wheelchairs must be turned off when riding up and down on the 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).
- When using a cellular device for navigation, staff must follow Minnesota State Law and Lifeworks policy by having their phone speak the directions to them and avoid touching or looking at the phone while driving.
- Drivers are to stay in the immediate area of the vehicle when there are clients onboard.
 - Lifeworks staff will assist clients on and off the vehicles when arriving or leaving.
 - Drivers are required to visually see a client enter their home when dropping them off.
- The interior of all Lifeworks vehicles must be kept clean and free of personal items when not in use.
- All program materials must be kept in the overhead compartment or within the provided tote when the vehicle is not in use.
- 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 trip with the gas level at least $\frac{1}{2}$ 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 for more than 15 min.
- Lifeworks staff should always be within the immediate vicinity of the vehicle while running.
- At the completion of each route or outing, all drivers will complete a walk-through of the vehicle to ensure no clients were left on board.
- 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 always be stored in designated storage areas.

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Emergency situations

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

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

The Fleet and Facilities Department and Program Managers are to be notified immediately after 911 has been called (if 911 is necessary).

The Fleet and Facilities 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 CDI as soon as possible. If a vehicle is not available for DSS use, an alternate vehicle will be supplied.

All Lifeworks vehicles are equipped with:

- Emergency situation card
- Fire extinguishers
- First aid kits
- Body fluid clean-up kits
- Seat belt cutter
- Emergency triangles
- Monthly Trip Record Form
- Pre and Post Trip Form

Accident

- Call 911
- Tend to the safety and care of clients.
- Do not leave the scene of the accident, no matter how minor, prior to talking to the Lifeworks Fleet and Facilities Department.
- Put 4-way flasher/hazard lights on
- Place emergency warning triangles out (legally place 100 ft apart).



- Call the Fleet and Facilities Department and your Supervisor. If there is no answer, leave a message and explain it is an emergency. Continue to call until someone is reached or call the CDI 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 by taking a picture if possible.
- Fill out necessary paperwork that will be provided by the Fleet and Facilities Department.

Lost

- If at any point a Lifeworks vehicle or driver is lost pull over in a safe location.
- Immediately call the Fleet and Facilities Department and your supervisor. If there is no answer, leave a message and explain it is an emergency. Continue to call until someone is reached or call the CDI location, if applicable.
- Describe where you are located by looking for street signs and land markers
- After talking with the Fleet and Facilities Department or your supervisor, follow their instructions and remain where you are.

Vehicle break-down:

- Call the Fleet and Facilities Department and your supervisor. If there is 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 clients from the vehicle
- Call 911
- Extinguish fire with fire extinguisher only if there are clients still on board and unable to get off.
- Call the Fleet and Facilities Department and your supervisor. If there is 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

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

Heavy snow or ice:

- Program Managers, Program Supervisor, and the Fleet and Facilities Department will discuss and decide if it is safe to drive with clients that Lifeworks is serving.
- Be conscientious about driving techniques that are needed under slippery road conditions and limited visibility.

Expectations and guidelines for Clients riding on a Lifeworks route

When someone receives a ride to Lifeworks CDI or to work, it is the Lifeworks staff's responsibility to inform the rider and their team about the expectations to ride. Below are items to share with them. To provide safe and efficient transportation, Lifeworks has set the following expectations and guidelines.

- When dropping off or picking up a client at their home, Lifeworks staff are to stay within the immediate area of the Lifeworks vehicle and will not assist clients into their homes but will visually ensure that each person has entered their home.
 - The legal representatives or residential staff is responsible for getting the client and/or equipment to and from the vehicle.
- Lifeworks staff will assist clients on and off vehicles when arriving or leaving Lifeworks, a client's home, or work sites.
- 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 early or late.
- A Lifeworks vehicle will wait 5 minutes after the scheduled arrival time. If the passenger does not board the vehicle within 5 minutes the vehicle will depart without the client.
- If a bus arrives earlier than the scheduled pick-up time, the driver will wait 5 minutes after the scheduled pickup time before leaving.
- Drivers will decline to transport clients who have blood or other bodily fluids on their clothes or are exhibiting behaviors that affect the safety of others.

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- If a client misses their bus to go home at a Lifeworks CDI location, the Lifeworks staff member responsible for the client will arrange transportation home for the client (e.g., use personal car to drive client home).
- Any changes in addresses for pick-up or drop-off must be approved by the Transportation Department five working days in advance of transportation being needed.

Lifeworks Vehicle Complaints

Lifeworks Staff receiving complaints from clients, their legal representatives, community members, or contractors regarding a Lifeworks vehicle or Lifeworks Route should notify the Fleet and Facilities Department via D365.

Grant vehicles

To retain federal grant vehicles, 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.

External Vendor Transportation

The Transportation Department and Program Manager will decide if Lifeworks will serve the client requesting transportation services and will help determine the best transportation provider. This is initiated during the referral process or when a transportation request form is submitted to the Transportation Department. The Transportation Department is responsible for setting up transportation for new and existing clients and making changes when needed.

Direct Support Professionals and Program Managers are responsible for requesting transportation through the Transportation Department, informing teams of ride times or ride changes, and following up with concerns from the client, guardian, or residential home.

If it is necessary to share confidential client information with an external transportation provider, staff must first ensure that a Release of Information and Acknowledgement of Notice of Privacy Practices (NPP) form has been completed and signed by the client and/or their legal representative.

In cases where a client loses rides with an external transportation provider, the client may be responsible for arranging their own transportation to and from scheduled destinations. Lifeworks will not bill for transportation services if they are not provided through the client's authorized transportation vendor.

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Lifeworks Support Staff are responsible for providing clients with any necessary training or behavioral support to ensure appropriate and successful use of external transportation services.

Lifeworks Staff Vehicles

When Lifeworks employees drive their own vehicle, when being reimbursed by Lifeworks for mileage, it is expected that they follow all Minnesota State Laws. If a Lifeworks employee gets into an accident, when being reimbursed for mileage, employee should call 911, obtain a police report, and file a claim with their insurance company. The employee then should also reach out to their Program Manager and/or Lifeworks HR Department for next steps. When transporting a Lifeworks client the same policy applies.

Lifeworks employees are responsible for the safety and maintenance of their personal vehicles, for paying all fines, and reporting any citations incurred while driving or parked.

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