

Van ramp procedure for Toyota Sienna Minivan

A. Prior to loading:

1. Park on a level surface; ensure room for ramp at the rear of vehicle.
2. Ensure person is appropriately secured in their wheelchair. All belts should be secured.
3. Check all van tie downs to ensure they are in working condition (not broken, torn, or excessively frayed). If something is wrong with the van tie downs ensure your supervisor is aware.
4. If person cannot properly be secured, it is the policy of the corporation NOT to transport.

B. Loading ONE wheelchair:

1. Open rear door, stand to the right of ramp and place hand on handle. Pull ramp upwards and outwards and lower to ground gently. Ensure ramp lip is securely on the ground.
2. Push person up into the van with person facing forward.
3. Position person in either the middle row or back row, depending on the width of their chair. (JM in middle row, RP in rear row) Lock wheelchair brakes.
4. How to fasten tie downs:
 - a. Enter the van through the side door. Insert self-retracting tie downs into the front oval pockets. Pull out knob of lock-in-device. Line up the 3 circles of the lock-in-device with 3 holes of the lock-in strip. Slide lock-in-device until knob locks into one of the holes. This may be done prior to loading the person into the van.
 - b. Release self retracting belt by pressing the red lever and pulling the hook outward. Place hook of strap onto the BASE of the wheelchair. NEVER place hook on the footrest armrest, or wheel of chair. This should be the shortest distance possible.
 - c. Exit the van and reenter through the rear door and fasten rear tie downs, using the same procedure as used in the front. These may not be inserted prior to loading the person into the van.
 - d. Grasp the handles of the wheelchair and wiggle it. This will help reduce any slack in the belts and make the tie downs more secure.
5. How to fasten seatbelt:
 - a. Fasten seatbelt tie down into the pin connector belt located in the ceiling of the van.
 - b. Feed the opposite end of the seat belt tie down through the gap in the arm rest of the wheel chair, across the person's lap, and again through the opposite arm rest. The belt should rest near the person's pelvis.
 - c. Attach the end of the seatbelt tie down to pin on the self retracting tie down. Do not position the seatbelt anywhere it may slip during transport, such as the outside of the wheel or arm rest.

- d. Ensure there is no slack or twists in the seatbelt, and adjust if necessary.
6. The driver is then responsible for ensuring ALL of the tie downs are tight and correctly placed and locked-in.
7. Fold ramp back into place. If a wheelchair is in the back row, ensure there is space between the ramp and the handles of the chair. Chair may need to be moved forward to allow the door to close behind the ramp.
8. Close back door.
9. Seat any persons in middle row seats if needed, and ensure side doors are closed.
10. Proceed to destination.

C. Unloading ONE wheelchair:

1. Park on a level surface; ensure room for ramp at rear of vehicle.
2. Put van in park.
3. Open rear door, stand to the right of ramp and place hand on handle. Pull ramp upwards and outwards and lower to ground gently. Ensure ramp lip is securely on the ground.
4. Detach seatbelt pin connector from the pin on the self retracting tie down on the floor, and gently pull the seatbelt back through the armrests. Attach to the pin connector belt located in the ceiling of the van for storage.
5. Remove rear tie downs by pressing the red lever and loosening the belt to detach the hooks from the base of the chair.
6. Go around to the side door of the van and detach the front tie downs. Back row chair's front tie downs must be removed from the floor. The middle row's front tie downs may stay in place in the floor once the hooks are detached.
7. Unlock wheelchair brakes.
8. Walk person down ramp backwards; maintaining hold of the wheelchair to prevent it from moving too fast down the ramp.
9. Fold ramp back into place and close rear door.

D. Loading TWO wheelchairs:

1. Load front wheelchair as previously described, but use the oval pockets located in the sides of the van for the rear tie downs, rather than the ones in the floor. Insert the tie downs into the oval pockets prior to loading the person into the van. Straps will run through the wheels of the chair and attach to the base of the chair without contacting the spokes of the wheel.
2. Insert the non-self retracting tie downs into the oval pockets in the floor, and extend the hooks and straps so they are facing the rear of the vehicle.
3. Load the person into the van facing forward. Allow enough space between the two chairs for the person's feet to rest comfortably on the floor. Apply the brakes of the wheelchair.

4. Reach underneath the person's chair and attach the hooks of the tie down onto the base of the chair, as close to the front as possible. Pull the strap as tight as possible and close the ratchet to lock it.
5. Carefully stand up and attach the back tie downs and seatbelt as previously described.
6. The driver is then responsible for ensuring ALL of the tie downs are tight and correctly placed and locked-in.
7. Fold ramp back into place. Ensure there is space between the ramp and the handles of the chair in the back row. Chair may need to be moved forward to allow the door to close behind the ramp.
8. Close back door.
9. Seat any persons in middle row seats if needed, and ensure side doors are closed.
10. Proceed to destination.

E. Unloading TWO wheelchairs:

1. Park on a level surface; ensure room for ramp at rear of vehicle.
2. Put van in park.
3. Open rear door, stand to the right of ramp and place hand on handle. Pull ramp upwards and outwards and lower to ground gently. Ensure ramp lip is securely on the ground.
4. Detach rear tie downs and seat belt from rear wheelchair as previously described. DO NOT detach any tie downs from front wheelchair until rear chair has been completely unloaded.
5. Unlock wheelchair brakes and move chair forward about 1-2 inches. Reapply brakes.
6. Reach underneath the wheelchair and detach the tie down hooks from the base of the chair. Wait to remove the tie downs from the oval pockets until the person is out of the van.
7. Carefully stand up and unlock wheelchair brakes.
8. Walk person down ramp backwards; maintaining hold of the wheelchair to prevent it from moving too fast down the ramp.
9. Remove non self retracting tie downs from the oval pockets in the floor.
10. Neatly put tie downs away in the space behind the spare tire.
11. Begin unloading the wheelchair in the middle row as previously described
12. Walk person down ramp backwards; maintaining hold of the wheelchair to prevent it from moving too fast down the ramp.
13. Fold ramp back into place and close rear door.

F. Flip down rear bench seat

1. Bench may be used when there is no wheelchair in the back row.
2. When not in use, bench seat must be stowed.
3. To lower bench:
 - A. Flip over red locking lever located at the bottom of the bench. Then pull the red lever located midway on the bench and gently lower bench into position.

- B. Pull the red lever located on the left side of the lowered bench and pull the backrest upright into place.
- 4. To stow bench:
 - C. Pull the red lever located on the left side of the back of the bench and push the backrest down.
 - D. Locate the lever underneath the bench on the far left. Push down on the far left corner of the bench and push the lever underneath at the same time. This releases the latch and allows the seat to move upward to be stowed.
 - E. Raise the seat into the upright position and flip locking lever at the bottom the of bench back into place.

OTHER PERSONS SERVED MUST NOT ASSIST WITH ANY OF THESE STEPS!

Employee signature _____ Date _____

Trainer signature _____ Date _____