



Hanover Township Senior Services Driver's Handbook

This Handbook is designed to serve as a training tool as well as an ongoing reference guide to new and existing drivers of Hanover Township Senior Services. Its purpose is to clarify the policies and procedures that each driver is expected to follow.

While understanding that when working with the public, every situation cannot possibly be covered; each driver is expected to follow the policies and procedures herein and to report questionable circumstances that may arise.

This Handbook will be issued to all drivers upon employment, as well as the Drug and Alcohol Policy and the Hanover Township Personnel Policy.

HANOVER TOWNSHIP SENIOR SERVICES

MISSION STATEMENT

With respect, innovation and a dedication to excellence, Senior Services is committed to facilitating programs and services that promote independence, a sense of community, and well being for mature adults in Hanover Township.

DIAL A-BUS OBJECTIVE

To provide safe, courteous and efficient transportation to as many senior and disabled (over the age of 18) residents of Hanover Township and strive for the highest possible on-time performance.

Disclaimer

You should be aware that this Handbook is not intended to create a Contract of Employment. Rather, it is simply intended to describe the Dial-A-Bus service and its present policies and procedures. These policies and procedures, which accompany the Hanover Township Personnel Policy, may, and likely will be, changed from time to time as the Transportation Supervisor and Township together deems appropriate. Further, your employment and compensation can be terminated, with or without cause, and with or without notice, at any time at the option of the Township. No representative of the Township, other than the Supervisor and Board of Trustees, has the authority to enter into any agreement for a specified period of time or to make any agreement contrary to the foregoing. Any such agreement must be by individual agreement, in writing and signed by you and the Supervisor and Board of Trustees. No one has the authority to make any verbal statements of any kind, at any time, which is legally binding.

Amendments

As previously noted, the policies and procedures in this handbook are subject to change and modification with or without notice. This handbook is intended to generally describe the Dial-A-Bus department's policies and procedures. Each employee can assist in keeping personnel policies current by notifying the Department Head whenever problems are encountered or improvements can be made in administering department policies and procedures.

Supplements

From time to time, supplements to this handbook may be issued. It is intended that these supplements will update and/or revise current policies and practices. Each employee is responsible for studying any supplements prior to placing them into his/her copy of this handbook. Each employee must sign an acknowledgement form recognizing receipt of the supplement or amendment.

HOURS OF OPERATION

The Dial-A-Bus hours of operation are from 8:00 a.m. – 3:30 p.m., Monday – Friday and Saturday 8:00 a.m. – 12:30 p.m. to and from the Senior Center only.

The Dispatch hours of operation are from 7:30 a.m. – 3:30 p.m., Monday - Friday

Senior Services hours of operation are from 8:30 a.m. – 4:30 p.m., Monday – Friday, and Saturday 8:30 a.m. – 12:30 p.m.

Voicemail is available 24 hours a day, 7 days a week.

Table of Contents

1. C.A.R.D. and Donation	6
2. Call Out	6
3. Daily Trip Log	6
4. Emergency Closing	6
5. Emergency/Accident	6
6. Fueling	7
7. Hiring Requirements	7
8. Holiday Closing	8
9. Incidents.....	8
10. Lock-Down	9
11. Meal Breaks	10
12. Mobility Aid	10
13. No Show Policy.....	11
14. New Driver.....	11
15. No Smoking	11
16. Overtime.....	12
17. Oxygen Transporting	12
18. Parking	12
19. Passenger Assistance.....	12
20. Pick Up and Drop Off.....	13
21. Post Trip.....	14

22. Pre Trip.....	14
23. Radio and Cell Phone.....	14
24. Railroad Crossings.....	15
25. Rider Confidentiality.....	15
26. Schedule Reading and Mapping.....	15
27. Schedule Shifts and Overtime	15
28. Time Clock	15
29. Tips/Gifts.....	16
30. Training	16
31. Uniform.....	16
32. Vehicle Cleaning.....	17
Employee Acknowledgement	18

1. **C.A.R.D. and Donation**

We provide transportation on a donation basis. We do not want to intimidate the rider to pay for their ride; however we can gently remind the rider that a donation is appreciated. A suggested amount as a donation for each 1-way ride is currently .75 cents each way. Effective 7/1/2011 the donation will be \$1.00 each 1-way ride. Each vehicle is to have envelopes available for the riders so that they can discreetly put the amount of their choosing in the envelope and drop it into the safe.

Also available in each vehicle are envelopes for the Bus Pass C.A.R.D. (Customer Advance Ride Donation). Each new rider should be given some coin envelopes.

If the rider tries to hand the donation to the driver, the driver should explain to the rider that the donation needs to be placed in the safe.

If the rider has a C.A.R.D. (Customer Advance Ride Donation), using the provided hole punch, the driver is to punch out two holes in the card for round trips and one hole for one way.

2. **Call Out**

When calling in sick or late, the driver must call and talk to their manager after 6:00 a.m. If they are unable to reach the manager, they are to leave a message. The manager will return the call. Do not call the dispatch line and leave a message. Leaving a message on the bus line will be the same as if the driver did not call in which will be counted as a no show. When the manager is off a driver should CALL THE DISPATCHER.

3. **Daily Trip Log**

All drivers are to complete a daily log of their route. The trip log should be filled out in ink with all of the requested information and must be legible. At the end of the day the trip log needs to be placed in the designated area by the driver.

4. **Emergency Closing**

Due to inclement weather conditions the Township Administrator may decide to close the Township offices. If this occurs, the Transportation Manager or Dispatcher will notify all drivers. A benchmark for closing transportation due to cold weather is when the thermometer is at 0 degrees at 7:30 a.m. This does not apply to 0 degrees wind chill factor.

In the event the offices close within the course of the work day, transportation will continue to operate until all riders, which have been taken to their destinations, are returned to their homes. Upon returning to the center, the drivers will be released for the remainder of the day. The Township has customarily paid the drivers when it closes but policy is not written that guarantees that practice.

5. **Emergency/Accident**

In the event an accident or emergency occurring in the vehicle, the driver is to call 911 first. Immediately after, driver must call the Dispatcher or Transportation Manager. Call the Director or Senior Center main switchboard and ask for the Daily Lead Staff if the Transportation staff is unavailable.

An emergency can include, but is not limited to, passengers falling, fainting, seizures, bleeding, excessive vomiting, or a vehicle involved in an accident with or without injuries. If the emergency involves smoke, fire, and/or an unidentified smell, passengers must be evacuated immediately. After evacuation and once all passengers are safe distances from the vehicle, call the Transportation Manager or Dispatcher.

Warning triangles should be placed behind the disabled vehicle to warn other motorists and to assist emergency vehicles in locating the vehicle.

Do not re-enter the vehicle once it is no longer safe to do so. Wait for emergency personnel to arrive so they can complete the evacuation.

6. Fueling

All Township vehicles are to be fueled at the Village of Bartlett fuel pumps or designated gas station if the Village pumps are not working.

Each vehicle is equipped with a fuel chip key. The chip key, driver ID and current mileage must be entered to access fuel. Fuel chip keys must be only used for the assigned vehicle. Driver ID should not be given out to any other person.

Chip keys are programmed for the assigned vehicle and prevent pumping the wrong type of fuel.

7. Hanover Township's Hiring Requirements for Drivers

A driver must possess a CDL drivers license, Class B with a passenger and air-brake endorsement and have at least one-year experience of bus driving and locking down wheelchairs, a clean drivers record (DMV report) with no Moving Violations, pass a D.O.T. physical, drug and alcohol test and undergo and pass a Background Check.

8. **Holiday Closing Policy**

Hanover Township closes for the following holidays in 2011:

Martin Luther King Jr. Day
Presidents Day
Memorial Day
Independence Day
Labor Day
Veterans' Day
Thanksgiving Day
Friday after Thanksgiving
Christmas Day
Day after Christmas
Day after New Year's Day (2012)

These are all paid holidays to full time employees. Part time employees are paid an Prorated amount based on the hours they work per week. The holidays may vary from year to year as some holidays are observed on weekends.

9. **Incidents**

All incidents, regardless of how minor, must be reported immediately to the Dispatcher or Transportation Manager. Incident reports must be completed, signed and turned in the same day of the occurrence. Incident report forms may be obtained from the Transportation Manager. Incidents may include, but are not limited to, accidents, minor bumps or scrapes sustained on the vehicle. Any interaction with a passenger as a result of a trip or fall while walking to or from the vehicle or while on the vehicle must be documented. Passengers that have offensive body odor, bodily fluids on their clothing or personal belongings and is very unkempt should be reported to the Dispatcher or Transportation Manager. Also, any noticeable change to a passenger that may raise question as to whether they are in need of help should be reported. The Social Service team will follow up with any concerns. Passengers using profanity or suggestive language should be asked politely to refrain from doing so. When the incident occurs, the driver should call dispatch and discreetly explain the situation. Do not say anything near the riders that may cause embarrassment. Unreasonable or disorderly behavior should be documented so that administration may address the issue. The dispatcher will notify the Manager and a determination will be made as to whether the driver should come in immediately to complete an incident report or if it can wait until the end of the day.

10. Lock-Down

Upon arriving at the pick-up location, identify a spot where the lift will be able to be lowered to a level position. Lift should not be in a leaning position such as resting on the edge of a curb. Do not position the lift where the rider will have to exit onto grass or gravel. Also be sure that there is enough room for the wheelchair to maneuver when off the lift.

Once the lift is lowered, with the rear of the mobility device facing the inside of the vehicle, center the wheelchair on the lift and lock the brakes. If the mobility device is electric, once properly positioned on the lift, ask the rider to turn off power switch. Once the driver has verified that the power is off and the brakes are locked, with one hand positioned on the mobility device and the other hand using the controller, begin to raise the lift.

Once the lift is positioned level with the floor inside of the vehicle, enter the vehicle, release the brakes on the mobility device and back mobility device into the vehicle. Position mobility device so that the passenger is in a forward facing position, lock the brakes and turn off power to mobility device if applicable.

NEVER TRANSPORT PASSENGERS IN MOBILITY DEVICES IN A SIDEWAYS OR REAR FACING POSITION.

Place straps in the appropriate slots in the floor, ensuring that the straps will be straight and not bending around the wheels or frame of the mobility device.

Securing standard wheelchairs and power wheelchairs with proper strap positioning should always be done in the order listed below to ensure safe transport:

- Place front straps onto highest position that is part of the frame of the mobility device and pull strap tight.
- Place rear straps onto frame just above rear wheel axle (if applicable) and ratchet down and/or tighten depending on the style of straps. This will pull the front straps tight.
- Unlock brakes to ensure that the chair is secure. The mobility device should not move. Relock brakes.
- Place seat belt onto rider ensuring that the shoulder strap is properly positioned diagonal across passenger's chest and over their shoulder. If the seatbelt and shoulder strap are one piece, place the belt through one arm rest closest to the lap connector. Doing this will ensure proper placement of the shoulder strap. If the lap belt is separate from the shoulder strap, place the lap belt through both arm rests and then connect shoulder strap.

Once the transport is complete, use the following steps to assist passenger from the vehicle:

- Exit the vehicle and lower the lift until it is level with the floor inside the vehicle.
- Remove the seatbelt.
- Remove the rear straps. Doing this first will release tension on the front straps.
- Unlock brakes and move the mobility device slightly forward and relock brakes.
- Remove the front straps.
- Unlock wheelchair brakes, turn on power if equipped, and position mobility device onto center of the lift platform with the passenger facing forward, lock the brakes, turn off power if equipped. Exit vehicle.
- While holding onto mobility device with one hand, lower lift with the controls in the other hand. Once lift is on the ground and while securely holding onto the mobility device, unlock brakes, turn on power if equipped, and remove mobility from lift. Ensure that the passenger is at least three (3) feet away from the lift prior to raising the lift back into the vehicle.
- Place securement straps back into their designated spots. Do not leave straps in the floor as this is a tripping hazard.

11. Meal Breaks

Each full-time driver is scheduled for a paid lunch break during their shift. Due to the nature of the job, the driver may be asked to break away from their lunch to assist with a pick up. All lunch breaks must be taken within three miles of their next pick up. No driver is allowed to drive a Township vehicle to their home for lunch. Vehicles should not be parked in front of establishments that advertise and serve alcoholic beverages or any location deemed inappropriate during lunch. Drivers are welcome to use the Senior Center for their lunch. The driver will call dispatch to report that they are planning on taking their lunch. The vehicles are not to leave Township borders for purposes other than Township business.

12. Mobility Aid

Pre-Trip & Post Trip: All components used for transporting passengers using mobility devices must be included in the daily pre-trip and post-trip. This includes the following items:

- The wheelchair lift and/or ramp should operate safely, whether being operated electronically or manually. All power operated lifts should be checked for manual operation as well.
- The lock down straps should move freely without force and should not be twisted. There should be four straps for each mobility device position, two quick release straps for the front and two ratcheting type straps for the rear or four retractable belts. The straps should not be torn or frayed.
- Quick straps should be in good condition without tears or cuts. They should be placed in the same location as wheelchair straps and there should be one (1) set for each wheelchair position.

When providing transportation to seniors and disabled persons, drivers will come across many different types of mobility devices. For example, there are wheelchairs, power wheelchairs, scooters, walkers, single and quad canes. All mobility aids must be secured prior to transporting. All wheelchairs and scooters must be forward facing while transporting and the four point tie down system must be used. Every wheelchair rider must also wear the seatbelt provided in the vehicle. This applies to wheelchair riders that already have their own seat belt. If the rider chooses to get out of their wheelchair and sit in a seat, the wheelchair must be secured. Walkers

and canes must be secured using a seatbelt or bungee cord.

13. No Show

An employee is considered a "no show" on the first work day that they do not show up for work and has not spoken to the designated supervisor as to why they are absent. They are subject to disciplinary action per the Hanover Township Personnel Policy, Discipline of Township Employees, Article V – A #3, Grounds for discipline, Failure to give proper notice when unable to report for or continue work as scheduled.

14. New Driver Training

Upon hiring, each new driver will undergo one week of drivers training. The training will consist of on the road training, wheelchair lock down review, passenger pick up and drop off procedures of Hanover Townships Dial-A-Bus. Each driver will also need to complete a CPR and Blood Borne Pathogens training class through Hanover Township within one year of their hire date.

15. No Smoking

In the interest of promoting health and safety, the Township has enacted a smoke free policy which applies to all Township buildings and facilities (including rest rooms). Smoking is prohibited on all Township property and within any Township vehicle. The use of smoking materials refers to the lighting and smoking of cigarettes, cigars, pipes, or other similar items. This prohibition also extends to the use of smoke-free tobacco products such as chewing tobacco. Disregard for this policy may subject the violating employee to disciplinary action.

16. Overtime

Overtime pay will be paid to all non-exempt employees at a rate of one and one-half times the non-exempt employee's regular rate of pay for each hour worked in a work week in excess of forty (40) hours. Overtime compensation will be paid for hours actually worked in excess of 40 hours in a seven consecutive day workweek beginning at 12:01 a.m. Sunday and continuing through midnight Saturday, excluding sick leave.

Due to changes in the transportation scheduling requests, drivers' schedules may run later than planned. This will result in authorized overtime. Drivers do not need approval for this type of overtime. All other overtime must be authorized by the Transportation Manager.

Overtime due to clocking in early or neglecting to clock out within 15 minutes of arriving back to the center will be considered unauthorized unless approved by the Transportation Manager.

17. Oxygen Transporting

Oxygen tanks/bags must be securely fastened to a fixed object in the vehicle. Using a seatbelt to wrap around the tank/bag will keep them from moving around the vehicle in the event of an accident or sudden use of brakes.

18. Parking

All staff is to park in designated Township parking spots furthest away from entrances, leaving easily accessible spots for the senior clients. Parking of personal vehicles in Township garages is not allowed and will be considered a misuse of Township property subject to disciplinary action.

19. Passenger Assistance

It is in the best interest of both the rider and the driver if each rider will notify the dispatcher in advance of what assistance will be needed. If upon arriving to the clients pick up location, the driver notices that the client is in need of emergency transportation, the driver must then call the Dispatcher or Transportation Manager and the Dispatcher or Transportation Manager will call 911.

For riders that are weak or frail, the driver will provide arm support while walking to and from the door. Arm support being that the driver will hold onto the rider's arm while they walk. In the event the rider begins to go down or fall, the driver is to try to break their fall by grasping their elbow and arm and slowly lower them to the ground when possible.

For riders that use mobility devices, they may require the assistance of the driver to open the outside door. This is acceptable; however, the driver must not enter across the threshold of any rider's home under any circumstance.

If a rider is able to sit in the seat of the vehicle but is unable to lift their legs to place them in front of them or into the vehicle, the driver must assist them by lifting their legs into the vehicle or sliding them in front of them after receiving their approval to do so.

Riders that are using mobility devices and are unable to get their mobility device from the door to the vehicle or from the vehicle to the door must have an attendant with them. For ambulatory riders that are unable to ascend the steps of the vehicle, the driver must offer the lift if available. If a lift is not available then another vehicle must be provided.

A rider that is using a mobility device that requires to be taken up or down a curb/stoop needs to have an attendant perform that task. If there is not an attendant available and the driver is unsure what to do, dispatch should be contacted.

Since there are many different types of mobility devices, drivers may come upon a situation where they may question the stability or safety of the wheelchair or scooter they are transporting. When in doubt, always report the situation to the Transportation Manager or Dispatcher prior to transport.

Vehicles are not equipped for emergency transport. Please communicate with the Dispatcher or Transportation Manager if pushing a client in a wheelchair might in some way present a risk to the well being of a driver. Further investigation would follow.

20. Pick-Up and Drop-Off

We provide curb to curb service with additional assistance when requested. Since we provide curb to curb service, drivers are to pull the vehicle up to the curb in front of their scheduled location. If a curb is not available and the rider will need to step up into or down out of the bus, the driver is required to place a step stool by the bus entrance for the rider.

If the rider is unstable, the driver is to notify dispatch that they will need to walk along side of the

rider to the bus or to the door of their destination.

If the rider has a long driveway and has also specified that they cannot ascend the steps in the buses, a lift is to be used.

UNDER NO CIRCUMSTANCES ARE THE VEHICLES TO PULL INTO DRIVEWAYS FORWARD OR BACKWARD

21. Post-Trip

Post-trip trip forms will be given to each driver with their daily schedule. At the end of each shift, every driver is to perform a post trip by doing a walk around their vehicle to note any damage, leaks or needed repairs. Once the post trip has been completed with all requested information, the driver is to write a Maintenance form indicating the problems or repairs needed and place the form in the designated box.

22. Pre-Trip

Drivers must perform a complete pre-trip prior to driving any Township vehicle. Pre-trip forms are provided with each schedule and extras are available if driving multiple vehicles. All safety sensitive functions must be checked and signed off as well as all other requested information. This must be done prior to driving the issued vehicle. Safety sensitive functions that are not operating properly or are in need of service will place the vehicle out of service immediately until repairs are completed. Any scratches, marks, dents and/or damage must be reported prior to driving the vehicle. Failure to report issues before driving will place responsibility on the driver failing to report.

23. Radio and Cell Phone

All drivers are issued a cell phone. Cell phones are to be used only when the vehicle is at a complete stop and only for Township business. Communication with Dispatch is to be in the *Direct Connect* mode. The driver must keep the cell phone on and with them at all times while at work, including lunch breaks. Communication between drivers needs to be kept to a minimum to allow the dispatcher to get through when needed. Communication over the cell phone needs to be in a professional manner; no foul language will be tolerated. Any information that should be kept confidential, such as rider information should be discussed while the phone is in private mode and away from other riders.

Drivers will pick up their phone in the morning when they pick up their schedule unless otherwise instructed. The battery should be fully charged. It is the responsibility of the driver to ensure that their phone gets plugged in every day at the end of their shift. When a driver arrives at his/her first pick up, he/she is to notify dispatch that he/she has arrived by saying the bus number, their name and driver's location. This must be repeated for every pick up.

When drivers are stepping away from their vehicle for any reason or are going to lunch, they must report this to the dispatcher as well. Once a driver has completed their route, they are to call dispatch to inquire if it is okay to return to the center. Drivers should also report all traffic back-ups; accidents as well as faulty railroad crossings by using their direct connect. Cell phone usage must be kept at a minimum.

24. Railroad Crossing

Drivers should be aware of the laws regarding railroad crossings. All buses and vans, with or without passengers, must stop at all railroad crossings. Failure to do so is breaking the law and is grounds for immediate termination.

25. Rider Confidentiality

Drivers are not to discuss any health condition or personal information about one rider to another. Phone numbers and addresses are not to be given out. Even if a rider tells the driver that they are good friends and that they lost their number, the same applies. The driver can offer for the dispatcher to call the other rider to get authorization. Do not discuss with other drivers or with the dispatcher, the condition of a rider with another rider on board unless it is in an emergency situation.

26. Schedule Reading and Mapping

At the start of each day, drivers are expected to spend 15 minutes in a meeting preparing for the day by reading their schedule, checking for any errors or discussing questions that may arise. This will prevent unnecessary problems or delays during the day. All drivers will be expected to attend this meeting at 7:15 a.m. It is each driver's responsibility to check with Dispatcher if there are any changes to their schedule.

Schedules will generally be laid out in the order in which riders should be picked up. If a driver needs to pick up riders in an order other than what the schedule states, they must first contact dispatch with the reason for the change. The Dispatcher has the authority to require that the driver stay to the assigned schedule.

Drivers should take the most safe and efficient route when transporting their passengers. Under no circumstances are the drivers to take riders on a "scenic route" nor are they to take them to a destination other than what is on the schedule without prior authorization from the dispatcher.

27. Time Clock

All hourly employees are required to clock in and out on the designated time clock. Time cards will be made available to the drivers and will be located next to the time clock. Time cards must be used by the employee for whom it is intended. Clocking in or out for a co-worker is falsification of documents and is grounds for immediate termination.

If the driver has neglected to clock in or out, or the time clock is out of order, they must present their time card to their supervisor to have the time written in. The employee must then initial the time. Employees are not authorized to hand write in time on the time cards.

Under no circumstance is the Dispatcher or any other driver to "punch-in" or "punch-out" for another staff member.

28. Tips and Gifts

As it is stated in the Hanover Township Personnel Policy Handbook, Article V # 16. Accepting a free gift, gratuity, or other offering in the course of or in connection of Township work is a violation

that may result in discipline. Please refer to the Hanover Township Personnel Policy for more information.

29. Training

Each driver will attend mandatory training sessions. These classes are required every two years and a driver will receive a certificate upon completion of each class. It shall consist of five classes: Wheelchair Lock Down Procedures, Passenger Assistance, CPR training, Emergency Procedures, and Defensive Driving. Drivers will also be required to take a D.O.T physical every two years or as required by the state of Illinois. Additionally, drivers are randomly drug and alcohol tested by Township Officials of Illinois / The Mid-West Truckers Association.

30. Uniforms

All drivers are provided with a complete uniform consisting of navy blue polo tops, khaki colored pants/shorts, and jackets bearing the Hanover Township logo. These items are required to be worn every day during spring and summer.

When the temperature drops below 32 degrees, uniform jeans will be allowed. Winter wear of sweatshirts with logos or long sleeve shirts with logos may be worn during the winter season.

Drivers will be expected to wear their Township issued I.D. If your uniforms become stained or damaged it is your responsibility to bring this to your manager's attention so he/she may reorder the clothing. It is each driver's responsibility to clean their uniforms regularly.

Shoes must be closed toe and the heel no higher than 2 inches. Sandals must have a strap around the heel with a closed toe.

No other apparel other than issued uniforms will be allowed without prior approval from the Transportation Manager. The following wardrobe items are strictly prohibited; high heels, sweat pants, stretch pants, stretch jeans, leggings, leotards, bicycle shorts, tank tops and/or revealing tops. Skirts must extend below the knees. If uniforms are not worn as issued, the employee is subject to a disciplinary action.

31. Vehicle Cleaning

Drivers are responsible to maintain cleanliness of the interior of their assigned vehicle. They are also responsible for keeping the windows and mirrors clean for safety. Floors need to be free of garbage, dirt and dust. Spills will be cleaned immediately after they occur. The driver of vehicles with vinyl floors will mop them as needed and at least once a month. Vehicles with carpeted floors will vacuum them as needed and at least once a week. The dashboard and dash console will be cleaned at least once a week and as needed.

Vinyl seats will be wiped off once a week and as needed. Cloth seats will be vacuumed with the carpet. It is the responsibility of the drivers to report when they are getting low on cleaning supplies. If a rider leaves behind bodily fluids on the vehicle, the vehicle is to be placed out of service until all fluids are cleaned up and the vehicle is sanitized.

Hanover Township Senior Services Employee Acknowledgement

I acknowledge having received a copy of the Township of Hanover's Dial-A-Bus Driver Handbook which was adopted on June 14, 2005. I agree to read and become familiar with its contents and any amendments or supplements to the handbook. I understand that this manual is not an express or implied contract of employment and that it does not create any rights in the nature of an employment contract. Your employment is at will. Nothing in the handbook should be considered a contract or guarantee of employment. Rather, this handbook is an overview of policies and procedures related to my employment. Nothing will restrict my right to terminate my employment at any time and nothing will restrict the right of the Township to terminate my employment at any time. I further understand that all policies, rules and regulations in the handbook may be changed from time to time without prior notice.

Employee Signature _____

Printed Name _____

Date _____

1. Lock-Down

Upon arriving at the pick-up location, identify a spot where the lift will be able to be lowered to a level position. Lift should not be in a leaning position such as resting on the edge of a curb. Do not position the lift where the rider will have to exit onto grass or gravel. Also be sure that there is enough room for the wheelchair to maneuver when off the lift.

Once the lift is lowered, with the rear of the mobility device facing the inside of the vehicle, center the wheelchair on the lift and lock the brakes then place the Lift Safety belt on the arms of the lift. This must be completed regardless if the client's wheelchair is equipped with a seat belt. In the event that the wheelchair is not equipped with its own Postural belt the driver must use the postural belt supplied by Hanover Township. If the mobility device is electric, once properly positioned on the lift, ask the rider to turn off power switch. Once the driver has verified that the power is off and the brakes are locked, with one hand positioned on the mobility device and the other hand using the controller, begin to raise the lift.

Once the lift is positioned level with the floor inside of the vehicle, enter the vehicle, release the brakes on the mobility device and back mobility device into the vehicle. Position mobility device so that the passenger is in a forward facing position, lock the brakes and turn off power to mobility device if applicable.

NEVER TRANSPORT PASSENGERS IN MOBILITY DEVICES IN A SIDEWAYS OR REAR FACING POSITION. ALWAYS SECURE THE PASSENGERS ON THE LIFT WITH A LIFT SAFETY BELT REGARDLESS IF THE WHEELCHAIR IS EQUIPPED WITH ITS OWN SEAT BELT. In the event that the wheelchair is not equipped with its own postural belt the driver must use the postural belt supplied by Hanover Township.

Place straps in the appropriate slots in the floor, ensuring that the straps will be straight and not bending around the wheels or frame of the mobility device.

Securing standard wheelchairs and power wheelchairs with proper strap positioning should always be done in the order listed below to ensure safe transport:

- Place front straps onto highest position that is part of the frame of the mobility device and pull strap tight.
- Place rear straps onto frame just above rear wheel axle (if applicable) and ratchet down and/or tighten depending on the style of straps. This will pull the front straps tight.
- Unlock brakes to ensure that the chair is secure. The mobility device should not move. Relock brakes.

Place seat belt onto rider ensuring that the shoulder strap is properly positioned diagonal across passenger's chest and over their shoulder. If the seatbelt and shoulder strap are one piece, place the belt through one arm rest closest to the lap connector. Doing this will ensure proper placement of the shoulder strap. If the lap belt is separate from the shoulder strap, place the lap belt through both arm rests and then connect shoulder strap.



Senior Services Transportation Procedure

Purpose: To increase the protection of the disabled Dial-A-Bus client while being transported on a wheel chair lift.

ARTICLE XIII: Vehicle Fleet Safety and Usage Section C. Driver Safety Rules # 8

Once the vehicle lift is lowered, with the wheelchair facing forward, center the wheelchair on the lift and lock the brakes then place the Lift Safety belt across the lift arms and connect. This must be completed even if the client's wheelchair is equipped with a seat belt. In the event that a client's wheelchair does not include its own postural seat belt the driver must place the supplied postural belt on the client when placing him/her on the lift. This procedure should be completed each time the loading and unloading of a wheelchair takes place.

Purpose: To increase the protection of the disabled Dial-A-Bus client while being transported and to give the driver the opportunity to make essential stops while on a trip.

ARTICLE XIII: Leaving the Vehicle Unattended While Clients are on Board Rule # 32

No driver is to leave the vehicle unattended while passengers are in the vehicle. However, drivers may assist a client on and off the vehicle and to and from the destination's door. If there is an escort accompanying a trip, the driver may leave the vehicle to use a restroom after informing the escort of his/her absence and expected time of return.

Memo



To: All Drivers

From: Kathy Varsalona

Date: July, 27th, 2012

Re: Amendment to The Drivers Handbook

Please sign and date amendment; **Article XIII: Leaving the Vehicle Unattended**

While Clients are on Board. Please return to Manager/Dispatcher.

Purpose: To increase the protection of the disabled Dial-A-Bus client while being transported and to give the driver the opportunity to make essential stops while on a trip.

ARTICLE XIII: Leaving the Vehicle Unattended While Clients are on Board

Rule # 32

No driver is to leave the vehicle unattended while passengers are in the vehicle. However, drivers may assist a client on and off the vehicle and to and from the destination's door. If there is an escort accompanying a trip, the driver may leave the vehicle to use a restroom after informing the escort of his/her absence and expected time of return.

Thank you, *Kathy Varsalona*

X
