

USE OF VOLUNTEERS IN THE NEW FREEDOM PROGRAM

Clinton Area Transit System (Clinton Transit), St. Johns, Michigan

SUMMARY OF THE STRATEGY:

Clinton Transit's New Freedom Program services are operated by volunteers, and the volunteer labor provides the local match for the federal grant. In partnership with Community Resource Volunteers (CRV), Clinton Transit is able to stretch limited federal dollars to meet medical transportation needs that otherwise would be unmet.

DETAILED DESCRIPTION:

Clinton Transit's New Freedom Program started June 1, 2011. Clinton Transit has been innovative in its approach to matching federal New Freedom funding and stretching limited financial resources through the use of volunteers and earning cash revenue from selling jewelry at community festivals. Clinton Transit partners with a local organization, CRV, which recruits volunteers and matches them to community needs. Volunteers placed at CRV include 23 drivers as well as individuals who help with administration, management, and fundraising. Clinton Transit contracts with CRV, and CRV processes their paperwork and provides some administrative structure for the volunteers. Clinton Transit provides and maintains the vehicles (vans) used to provide the New Freedom service, conducts volunteer background checks, trains volunteer drivers, pays for their chauffeur licenses, reimburses them for mileage to and from their volunteer shift, and includes them in the Federal Transit Administration (FTA) drug and alcohol testing pool for safety-sensitive employees. Volunteers are evaluated twice a year by an

AGENCY PROFILE

Organization Type: Transit Authority

Service Area: Clinton County (rural county that is part of the greater Lansing metropolitan area) with limited service to Lansing for medical appointments. Clinton County's 2010 population was 75,382.

Resources:

- **Fleet size:** 21 buses, 7 vans
- **Staff size:** 15 full-time, 25 part-time
- **FY 2012 Operating Budget:** approx. \$1.4 million

Service Summary:

- **Modes Operated:** curb-to-curb
- **Days and Hours of Service:** Mon-Fri 6:30 a.m.-5:30 p.m.
- **General Public Cash Fare:** In-city: \$2.00 peak/\$1.00 off-peak; \$3-5 non-city based on distance
- **Passenger Trips/Year:** approx. 60,000

Contact:

Rose May Mason, General Manager
Dawn Benson (JARC Program)
Gale Capling (New Freedom Program)
304 N. Brush Street
St. Johns, MI 48879
989-224-8127
www.clintontransit.com

experienced Clinton Transit trainer riding on their vehicle. Clinton Transit administers the New Freedom Program with the state and provides some administrative structure for the volunteers. Clinton Transit retains the final word over whether or not to use a volunteer.

The New Freedom program funds medical transportation for people who are elderly or

disabled and low income, to local doctors and clinics as well as out of county to Lansing, Shiawasee, and Gratiot Counties. Before New Freedom medical transportation was provided to only closest hospitals to the Ingham/Clinton county line.

Volunteer drivers are able to provide a higher level of assistance than traditional transit can provide; volunteers are required to escort their passengers to the physician's receptionist area obtaining estimated time for pickup for return trip. The volunteer drivers escort the passenger only to the door of their residence. The volunteer driver either remains available for the pickup or another volunteer driver provides the return trip. CVR provides insurance for liability outside of the vehicle, and Clinton Transit pays for this insurance under CRV's name. While operating Clinton transit's vehicles, the volunteers are covered by Clinton Transit's insurance as part of the Michigan Transit Insurance Pool.

Demand for the service, still in its first year, has grown to about 73 rides per month with no advertising. The program was awarded \$100,000 for the first year, of which only \$60,000-70,000 are expected to be expended since demand is continuing to grow.

To fund the volunteer mileage reimbursement to and from their shifts, which the New Freedom funding doesn't cover, Clinton Transit volunteers staff a merchant booth at local community festivals and fairs at which they sell costume jewelry that has been purchased from liquidations of other businesses. This fundraising activity is expected to earn approximately \$8,000 a year.

CONDITIONS THAT PROMPTED THE STRATEGY:

There are few medical providers within Clinton County. Most medical services (including dialysis) are in Lansing in the next county south. Prior to the New Freedom program, to travel to medical facilities past four miles south of the county line riders would have to transfer at any of three CATA locations to their medical center with a similar reverse trip after the appointment without an opportunity to stop at a pharmacy for a script. New Freedom provides the flexibility to pick up a script. Prior to New Freedom this was an extreme hardship for individuals with many medical conditions including those traveling to Lansing for dialysis.

RESULTS OF THE STRATEGY:

The program is still growing but is currently providing about 73 rides per month, meeting previously unmet needs for transportation to medical appointments in Lansing, Owosso, and Alma. Volunteers drive the vehicles, provide scheduling and secretarial functions with no expense for wages and benefits, yet the in-kind value of their time is used to leverage Federal New Freedom dollars which cover vehicle maintenance and human resources expenses such as background checks, licenses, and drug and alcohol testing for the volunteer drivers. The volunteers receive the good feeling of helping someone in need - reward enough that even Clinton Transit's paid drivers have volunteered.

METHODS USED TO DOCUMENT RESULTS:

Clinton Transit tracks:

- Amount of requested applications
- Amount of rides given each month
- Amount of continuous approved current drivers

- Returning riders (proves merits of service provided)
- Passengers' compliments and complaints.

Data contained within the PTMS Reports show the results of the program's success.

KEY FACTORS FOR SUCCESS:

- An out-of-the-box thinker leading and "selling" the program
- Strong local volunteer organization (CRV) provides structure for volunteers, processes paperwork, yet Clinton Transit retains the final word over whether or not to use a volunteer
- Training and evaluation of the volunteers is at the same level as Clinton Transit drivers.

- Measured growth (and limiting outreach to ensure demand is manageable)
- Non-monetary rewards for the volunteers - recognition of doing something important, an enjoyable job, positive working environment, no cost to them (e.g. reimburse their mileage to and from their shift)
- Network of social service agencies already working together

CHALLENGES:

- The need for service far exceeds the available resources to fund it
- Volunteer recruitment and management - Clinton Transit is fortunate to be able to partner with CRV.

IMPLEMENTATION GUIDE

RECOMMENDED FOR:

- communities with a need for out-of-county medical trips
- transit agencies with a high demand for special transportation services
- communities with an active volunteer management organization and/or transit systems with staff availability and expertise to manage a team of volunteers

RECOMMENDED ELEMENTS FOR SUCCESS:

- An out-of-the-box thinker leading and "selling" the program
- Strong local volunteer organization
- Training and evaluation of the volunteers
- Starting slowly and growing the service at a manageable level
- Collaborating with local human service agencies

METHODS FOR DOCUMENTING RESULTS:

- Track number of:
 - requested applications
 - rides provided each month
 - current drivers
 - returning riders
- Solicit and analyze passenger feedback

IMPLEMENTATION TOOLS:

- Example of the formal agreement with CRV
- An example of the volunteer driver position description
- Training instructions for volunteer drivers
- Examples of any written policies and procedures specific to the New Freedom Program volunteers

SERVICE AGREEMENT

This Service Agreement (“Agreement”) made this _____ day of _____, 2011 by and between Clinton Area Transit System (“CLINTON TRANSIT”) organized and operated pursuant to Act 196 of the State of Michigan, located at 304 N. Brush Street, St. Johns, MI 48879, and Community Resource Volunteers (“CRV”) organized and operated pursuant to 501©3 a non-profit organization located at 304 N. Brush Street, St. Johns, MI 48879.

RECITALS

WHEREAS, CLINTON TRANSIT is a public transportation organization under ACT 196 of the State of Michigan and has the powers, authority and duties specified therein; and

WHEREAS, CLINTON TRANSIT is engaged in providing public transportation services, and desires to contract with CRV to provide specialized service to the disabled and frail as funded under New Freedom federal funding.

WHEREAS, CRV represents that it has the desire and the administrative personnel to develop and administer a volunteer driver program to deliver New Freedom services under the administrative oversight of CLINTON TRANSIT.

WHEREAS, CLINTON TRANSIT has the expertise, training, capacity and qualifications to provide oversight and training for CRV administrative employees or volunteers, and perform the Services contemplated under this Agreement.

WHEREAS, CLINTON TRANSIT will retain any New Freedom funding received from the federal government and fares, and CRV will provide In-Kind match through the hours utilized in performance of Services contemplated under this Agreement through CRV paid employees or volunteers.

NOW THEREFORE, in consideration of the mutual promises and benefits contained herein, the parties agree as follows:

SECTION 1

DESCRIPTION OF SERVICES TO BE PROVIDED BY

CRV and CLINTON TRANSIT and RELATIONSHIP OF PARTIES

1.1 CRV shall provide the Services (including necessary personnel) pursuant to the terms and conditions of this Service Agreement. **OPEN DOOR (not exclusive)** transportation specialized services under New Freedom regulations.

1.2 Personnel assigned by CRV to perform Services under this Agreement with CLINTON TRANSIT shall be fully certified, licensed, and approved to perform the functions assigned pursuant to Michigan Vehicle Code Act 300 of 1949 as amended.

1.3 CLINTON TRANSIT shall perform criminal background checks and employment reference checks with regard to any and all CRV volunteer drivers prior to assigning them to any functions or duties involving New Freedom specialized service.

This background check shall include both a search of the criminal history record data base maintained by the Michigan Department of State Police, as accessed through the Internet Criminal History Access Tool (ICHAT) (or a successor search tool) ~~as well as a fingerprint based check.~~

CLINTON TRANSIT reserves the right to refuse the assignment of any employee or agent if such person has been convicted of any of the following offenses:

- Any “listed offense” as defined under Section 2(e) of the Sex Offenders Registration Act, MCL 28,722; or
- Any offense that would in the judgment of CLINTON TRANSIT, create a potential risk to the safety and security of passengers served by CRV or employees of CRV.

1.4 CLINTON TRANSIT requires that all CRV drivers performing services under this Agreement pass a Commercial Driver Medical Examination under Federal Motor Carrier Safety Regulation (49 CRF 391.41-391.49 every two years. If periodic evaluations are required less than 1 year, CLINTON TRANSIT will not schedule the driver.

1.5 CRV will have a volunteer driver fill out and sign the following checklist when not available to drive for over 30 days. The checklist will determine whether a back to volunteer service slip is required from the medical doctor:

| days | Yes/No | # of |
|------------------------------|--------|-------|
| • On vacation | _____ | n/a |
| • Busy with other activities | _____ | n/a |
| • Sick | | |
| Surgery/hospital stay | _____ | _____ |
| Medical appointment | _____ | _____ |

1.6 CLINTON TRANSIT reserves the right to refuse the assignment of any volunteer, employee or agent for any reason to drive its vans and will report such to CRV.

1.7 The parties intend that an independent contractor relationship exist between CLINTON TRANSIT and CRV, and nothing in this Agreement shall be construed as being inconsistent with that status and relationship.

1.8 CRV agrees that the individuals it assigns to CLINTON TRANSIT under this agreement will abide by those policies of CLINTON TRANSIT which are applicable to performance of services under this Agreement including, but not limited to, policies pertinent to:

- Title VI: No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of or be subjected to discrimination under the New Freedom program.
- Procedures regarding physical contact with passengers.
- Avoidance of Bloodborne pathogens exposure.
- Conflict of Interests: CRV Volunteers or Employees are prohibited from accepting gifts or other gratuities or engaging in solicitation of any kind from passengers.
- Confidential Information: During or after your employment with CRV, [CRV volunteer or employee](#) is prohibited from, directly or indirectly, disclosing, furnishing, or making accessible to any person, firm, corporation, or other entity, any confidential information obtained without the express, written approval of CRV.
- Unlawful Harassment: Harassment on the basis of any characteristic protected by applicable law (“protected characteristic”), which includes race color, religion, gender, sex, pregnancy, national origin, age, disability, height, weight and marital status will not be tolerated.

Unlawful harassment is defined as verbal or physical conduct or communication based on a protected characteristic when:

1. Submission to the conduct or communication is made either an explicit or implicit term or condition of the working relationship;
2. Submission to or rejection of the conduct or communication by an individual is used as a basis for a decision affecting that individual’s working relationship with CRV; or
3. The conduct or communication has the purpose or effect of unreasonably interfering with an individual’s relationship with CRV or creating an intimidating, hostile or offensive work environment.

Examples of prohibited sexual harassment include, but are not limited to: unwelcome sexual advances; requests for sexual favors and other verbal abuse of sexual nature; graphic verbal commentary about an individual’s body, sexual prowess or sexual deficiency; sexually degrading, lewd, or vulgar words to describe an individual; leering; pinching or touching a

private area of the body; displaying sexual suggestive objects, pictures, posters or cartoons.

Examples of prohibited harassment based on protected characteristics other than sex include, but are not limited to, insults, verbal, written, graphic or physical conduct or communication degrading or hostile to a person.

If a CRV volunteer or employee believes that violation of this policy has occurred, that person has an obligation to report the alleged violation immediately, preferably within 48 hours, to his/her supervisor, or to the Director of CRV. An investigation of all complaints will begin promptly.

CRV and CLINTON TRANSIT will conduct all investigations as confidentially and objectively as possible, to the extent consistent with thorough investigation and appropriate corrective action. All such complaints or investigations will be reported promptly to CLINTON TRANSIT.

- Drug and Alcohol Testing Policy: All CRV volunteers shall receive a detailed copy of the policy. They must read and follow this policy.
- Driver Training Evaluations: With training being the major emphasis, volunteer driver's performance may, in the sole discretion of CLINTON TRANSIT, be formally evaluated on an annual or other periodic basis. Training evaluations are intended to measure the quality and quantity of the work performed, effort and attitude, and ability to work with others. Where improvements are needed training will be performed.
- Firearms and Weapons: CRV volunteers are prohibited from carrying firearms or any other dangerous weapons at any time on our premises, even if carried pursuant to a Concealed Weapons Permit.
- Driving: CRV volunteer or employee operating a CLINTON TRANSIT vehicle will not perform unsafe, reckless or endangering driving which includes but not limited to eating, drinking, or smoking while driving.
- Cell Phone: Any cell phone with a CRV volunteer driver of a vehicle in passenger service, to, from, or while serving passengers will be turned off. Cell phone may be turned on when legally parked with no passengers or when not waiting for passengers.

CRV Drivers are to request their family to call the CLINTON TRANSIT office when there is a family emergency. CLINTON TRANSIT will inform

the driver when he/she is back at the office or will send a driver to take over the duties of the affected driver and a staff person to transport the driver to the office. This will be accomplished as soon as it is safely possible.

- CRV Drivers: Four points on an operator's license whether in the course of personal business or volunteer service at CLINTONTRANSIT will be sufficient to be removed from driving responsibilities.
- Report: Report to dispatch an injury, accident, or fall, immediately.
- Written Procedures: CRV volunteers are required to follow written procedures in the course of providing New Freedom service to the public.
- Training: Ongoing training will be held for the purpose of improving skills and sharing of ideas. Volunteer drivers will attend the trainings per their schedule.
- Customer Relations: Our customers are very important to us. When dealing with a customer always be courteous, polite, and patient.

1.9 CRV agrees that the individuals it assigns to provide service under this Agreement will adhere to professional standards and will perform all services required under this Agreement in a manner consistent with generally accepted proficiency and competency for the type and nature of the services rendered.

1.10 CLINTON TRANIST will provide or pay for:

- Evaluation of volunteer drivers
- Dispatch and coordination
- Vehicles and attending damage and liability insurance
- Accident and Injury insurance
- Maintenance of vehicles
- Training of CRV trainers or train volunteer drivers
- Administration of New Freedom funding grant
- Drug and Alcohol Testing fees
- CDL exam fees up to one year
- Chauffeur's license fee

- Mileage for volunteers to and from place of work for New Freedom service.
- CLINTON TRANSIT cell phones for New Freedom services.

SECTION 2

TERM AND TERMINATION OF AGREEMENT

2.1 This service Agreement shall commence beginning of fiscal year, October 1, 2010 (Effective date of New Freedom Contract) and remain in full force on a continual renewal basis as long as both parties to the Agreement have continued funding to perform contracted services.

SECTION 3

IN-KIND SERVICE

- 3.1 CRV shall submit to CLINTON TRANSIT on a bi-weekly basis hours of service documentation as set forth by this Agreement.
- 3.2 CRV shall have sole and exclusive responsibility for the following costs and charges attributable to the persons it assigns to provide services under the terms of this Agreement:
- All wage and salary compensation.
 - All required statutory or contractual pension and retirement contributions
 - All applicable state and federal employment taxes and FICA.
 - All unemployment taxes and costs (whether by commercial or self –insurance) attributable to or arising from the performance of services by CRV’s volunteers, employees or agents pursuant to this Agreement.
 - All applicable premium cost for insurance coverage and programs applicable to paid CRV personnel.
 - All expenses related to above.

SECTION 4

LIABILITY AND INSURANCE

4.1 CLINTON TRANSIT agrees to indemnify and hold harmless CRV (and its officers, volunteers, employees and agents) from all claims or demands made for liability, loss, damage or expense which may be incurred by reason of:

- Liability for damages for: (1) death or bodily injury to any person; (2) injury to, loss or theft of property; or (3) any other loss, damage or expense sustained by CRV or any person, agent or entity employed or engaged by CRV upon or in connection with the services rendered under this Agreement, **except for liability for damages which result from the sole negligence or willful misconduct of CRV or its volunteers, employees, or agents.**
- Any injury to or death of any person or damage to or loss of any property caused by any act, neglect, default or omission of CRV (or any person, firm or entity engaged by CRV) arising out of or in any way connected with the services covered under this Agreement, **except for liability for damages which result from the sole negligence or willful misconduct of CRV or its volunteers, employees or agents.**

4.2 CLINTON TRANSIT agrees to procure and maintain in full force and effect insurance agreed upon by both parties to partially cover accident and injury costs for CRV drivers providing passenger service for CLINTON TRANSIT.

4.3 CLINTON TRANSIT agrees to carry comprehensive general liability insurance with limits of not less than One Million Dollars (\$1,000,000) per occurrence, combined single limit for bodily injury and property damage in a form mutually acceptable to both parties to protect CRV and CLINTON TRANSIT against liability or claims of liability which may arise out of CRV's performance under this Agreement.

SECTION 5

NON-DISCRIMINATION

5.1 The parties to this Agreement agree not to discriminate against any employee or applicant for employment with respect to hire, tenure, terms, conditions or privileges of employment, or a matter directly or indirectly related to employment, due to race, color, religion, sex, national origin, age, height, weight, disability, marital status or veteran status.

5.2 The parties further agree not to discriminate against any person of disability or other recipient of service under this Agreement due to race, color, religion, sex, national origin, or disability in the delivery of programs and services rendered under this service Agreement.

SECTION 6

MISCELLANEOUS

6.1 Neither party shall assign this Agreement nor its rights and duties hereunder nor any interest herein without prior written consent from the other.

6.2 This Agreement, and any Appendixes or exhibits attached hereto or incorporated by reference, constitute the entire agreement between the parties regarding its subject matter and supersedes any prior or contemporaneous understandings or agreements with respect to the services contemplated.

6.3 None of the terms and provisions of this Agreement may be modified or amended in any way except by an instrument in writing executed by authorized representatives of CRV and CLINTON TRANSIT.

6.4 If any provisions of this Agreement should be invalid, illegal or unenforceable in any respect, the validity, legality and enforceability of the remaining provision of this Agreement shall not in any way be affected, impaired or prejudiced thereby.

6.5 Nothing in this Agreement shall be intended to confer third party beneficiary status or rights, pursuant to MCL 600.1405 or under the common law, to any person or entity that is not a party to this Agreement.

6.6 Neither party hereto shall be liable to the other for any loss of business or any other damages caused by an interruption of this Agreement where such interruption is due to: war, rebellion or insurrection; and act of God: fire; government statute, order or regulation prohibiting the performance of this Agreement; riots, strikes, labor stoppages, lockouts or labor disputes to the extent such occurrences are not caused by the actions of the party seeking relief under this Section; or other causes beyond the reasonable control of CRV or CLINTON TRANSIT.

SECTION 7

AUTHORIZATION

7.1 This Agreement has been duly authorized, executed and delivered by the parties and constitutes a legal, valid and binding obligation upon each of them, enforceable in accordance with its terms. Each person placing his/her signature below represents and warrants that he/she is the signatory duly authorized to execute this Agreement on behalf of CLINTON TRANSIT or CRV, as is respectively applicable.

COMMUNITY RESOURCE VOLUNTEERS (CRV)

Authorized Representative

Date

Title

CLINTON AREA TRANSIT SYSTEM (CLINTON TRANSIT)

Authorized Representative

Date

Title

JOB TITLE: *Driver*

RESPONSIBLE TO: CRV Project Manager

PURPOSE: To assist Clinton Area Transit System in the coordination of efficient transportation to the frail and disabled public. The volunteer must assist the passenger with their physical needs, in order to arrive safely at their medical destination.

ESSENTIAL JOB FUNCTIONS:

Driving:

1. Providing safe and reliable means of getting to medical appointment and the return trip without long delays.
2. Assisting passenger from the transfer of the vehicle into the medical facility.
3. To provide a basic welfare check of the frail; and disabled persons in Clinton County under our care.
4. Able to navigate the mini vans safely down the road.
5. Skill to secure the mobility devices of the frail and disabled to the minivan.
6. Communicate clearly with the dispatcher.
7. Basic map reading skills.
8. Record keeping of basic driver log.

Passenger Relations:

1. Being prompt, dependable and courteous at all times.
2. Representing the program to the public, able to answer informational questions concerning the service.
3. Setting a good example of public relations, being personable, pleasant, and sensitive to passengers needs.
4. Using good judgment in responding to emergency situation concerning the passengers.
5. Realizing the most important objective is efficient service to the citizens of Clinton County.

Scheduling:

1. Being prepared to work past scheduled hours when medical appointment time runs over.
2. Providing in a timely manner hour of availability for upcoming month.
3. Giving management as much notice as possible if you will be unable to complete your scheduled run.

Communication:

1. Communicating with project manager regarding coordination with other employees as it relates to job duties.
2. Communicating with supervisor any major problems or achievements concerning passengers or employees.
3. Communicating with coworkers in a supportive and positive manner.

Reporting and Recordkeeping:

1. Keeping safe the monies collected in route bag.
2. Reporting accidents, incidents and personal injury immediately to your supervisor.

Safety:

1. Developing and compiling with safety and security procedures.
2. Reporting incidents immediately to appropriate staff members for recordkeeping.
3. Informing the manager of potential problems which may be hazardous.
4. Complying with the right to Know, MIOSHA, Drug and Alcohol program.
5. Reporting unsafe driving to management.

Meetings and Trainings:

1. Attending meetings or trainings
2. Complete assigned work for meetings or trainings

Evaluation:

1. Participating in an evaluation process according to procedure.
2. Assist in evaluating drivers.

General:

1. In the absence of your Supervisor, performing all work necessary in the best and most professional manner possible, to best serve clients and meeting deadlines to prevent loss of revenue for New Freedom.
2. Portraying publicly at all times, attitudes and opinions which will represent the high New Freedom standards of professionalism.
3. Performing other tasks and responsibilities as may be assigned from time to time by the manager.

Qualifications

Education and equivalent Work Experience:

- High School Diploma or equivalent work experience.

Special Skills:

- Ability to deal with the public tactfully and courteously.
- Ability to establish and maintain effective working relationships with fellow workers and the public.
- Ability physically and mentally to perform the duties of the position without excessive absence.
- Ability to answer and decide effectively and efficiently on the many requests that come from passengers and employees.
- Ability to read and to understand high school level material.
- Ability to write and do general math at a high school level.
- Ability to learn basic computer skills.

Employee Signature : _____

Date: _____

**NEW FREEDOM
INSTRUCTIONS
FOR
CLINTON TRANSIT TRAINER**

1. Office training(*Go through packet word by word*)

- Drug and Alcohol Consent and Information Form
 - a. (2 copies sign and return 1 copy).
 - b. Copies of policy present for them if they want it. And sign it.
 - c. Training available if they want it, inform Dawn.
- Body Fluid Avoidance Procedures(handout)
- When to call an ambulance(handout)
- ADA Compliance and Sensitivity Training
- Driver Procedures
- Clinton Transit Passenger Responsibilities (handout)
- Defensive driving Tips
- Time to retrieve Passengers

2. On site training “Hands On”

- Secure a wheelchair with portable platform
- Van, Look for soft or flat tires, pools of fluid and major damage body damage
- Go through the inside of the van
 - a. Supplies
 - b. Fire extinguisher
 - c. LEP and Insurance Paper
- Show where to place packages and cargo nets.
- Assessment of vehicle, tires, pooling fluids, extreme damage
 - a. Clinton Transit will fill and pre-inspect the vehicle.
 - b. Volunteer driver sign pre-inspect slip left on seat by staff

3. Off road training

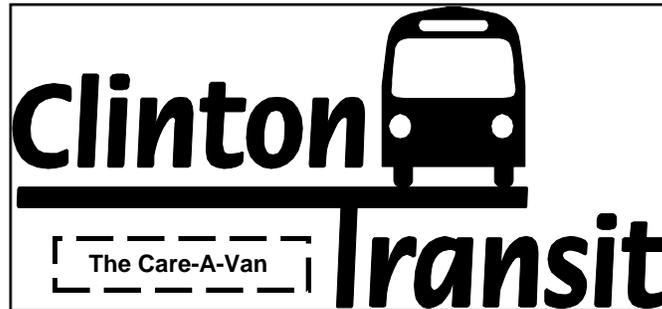
- Take them to major medical centers
 - a. Where to stop and de-board and board
 - b. No attendant, take inside to correct location and make contact with staff.
 - c. Always go inside for staff to fill out two cards to show approximately how long before passenger is ready

- d. What to do when other vehicles are there
- e. Where to park or leave and be available on cell phone

4. On road training

- Defensive driving
- Find address by odds and evens from baseline.(Map)
- North, South, East and West
- Read a map
- Unmarked intersections, yield to vehicle on right
- Turn signal and mirror use

ADA Compliance and Sensitivity Training Before Driving Alone (2 hours)



AMERICAN WITH DISABILITIES ACT – ADA

An extensive civil rights law designed to remove barriers that prevent individuals with disabilities from enjoying the same opportunities that are available to persons without disabilities.

ATTENDANT

- Passenger attendant rides free and will assist the passenger from the van to and from the medical center, not the driver.
- The driver will go in with the attendant and passenger and have the “Time to Return for Passenger” cards filled out by medical staff.

WHEN THERE IS NO ATTENDANT

IF A PASSENGER FALLS

- **Do not pick them up.**
- **They can pick themselves up by holding onto their mobility aid and your elbow.**
- **IF THEY CANNOT PICK THEMSELVES UP, CALL DISPATCH IMMEDIATELY AND THEY WILL CALL 911.**
- **IF THE PASSENGER DOES NOT WANT THE AMBULANCE WE STILL PROVIDE MEDICAL ATTENTION.....THE PASSENGER CAN REFUSE THE AMBULANCE AFTER THE AMBULANCE ATTENDANTS CHECK THE PASSENGER.....IF THE PASSENGERS REFUSES THERE IS NO COST TO THE PASSENGER OR THE TRANSIT.**
- **Fill out incident report when you get back to the office.**

DO NOT ALLOW A PASSENGER TO LEAN HEAVILY ON YOU, offer only your arm.

- It is the passenger’s responsibility to have appropriate mobility aids for their travel.

ASSISTING THE VISUALLY IMPAIRED

- Speak to them in a normal tone looking directly at them (if your gaze wanders your voice follows)
- Ask how you may assist them. Permit the passenger to grab your arm by placing his/her hand on your arm. Stand alongside and slightly ahead.
- Walk at a pace comfortable for you and the person you are guiding. Alert the person to changes in walking surface (uneven sidewalk, grass, carpet, etc.) and surrounding obstructions.
- Hesitate before going up or down steps or curbs, say “step up or step down”
- Use the word STOP, when needed.
- Passengers with White Cane provide assistance on the non cane side.
- If necessary place the person’s hand on the back of a seat when they want to sit down.

HEARING IMPAIRMENTS

- Persons with severe hearing impairments rely upon their eyes for communication.
- Speak clearly and distinctly, do not exaggerate words.
- Provide a clear view of your mouth.
- Do not stand in front of a light source; it is difficult to see your face.
- Use normal tone unless you are asked to raise your voice.
- If the passenger is traveling with an interpreter, Speak directly to the passenger not the interpreter.

SPEECH DISORDERS

- Be patient and do not make fun of passenger
- Ask the passenger to repeat what they said, passenger prefers not being misunderstood.
- Repeat what you think you heard. Ask passenger to speak again where you end.
- Passenger may write a note.

ABSENCE SEIZURES

- Looks like a blank stare
- Only lasts a few seconds
- Looks like daydreaming or not paying attention

SPECIAL NEEDS OF PEOPLE WITH EPILIPSY OR SEIZURE DISORDERS

- Grand Mal seizures usually last two to five minutes and include extensive shaking of the entire body, accompanied by temporary loss of consciousness.
- Do not attempt to restrain the person. Provide protection for passenger from hitting hard objects. Check for breathing after shaking is over. Do not put anything in their mouth.
 - *Call dispatch for 911 to be sent.*

- *Fill out incident report when back at office.*

COGNITIVE DISORDER

- Confused thinking
- Poor concentration
- Garbled or confused speech
- Poor Memory
- Excessive anxiety, fear or suspicion, anger or hostility
- Hallucination
- Delusions
- Repetitive Behavior
- Difficulty with stimulating environments or changes.
- Keep your tone and manner pleasant and even
- Avoid putting a lot of pressure on the person
 - Extreme changes in behavior report verbally to staff at your medical destination
 - Write an incident report after coming back to base.

PROBLEMS ASSOCIATED WITH AGING



- Most adjust to advancing age gradually and gracefully.
- Aging adjustment is compounded by diseases, death of a close one, lack of meaning in life, poor finances, and loss of value to society.
- Allow extra time. Be supportive but don't pressure.
- As a driver you are not expected to be a counselor. You may listen if it does not distract from your driving. Be kind and social at appropriate times. Be friendly. Do not establish a close relationship unless you have known the passenger from other social venues.
- Do not respond to anger and blame. Keep calm. Use your sense of humor.

SERVICE ANIMAL

- Driver does not take control of the dog. A properly trained service dog is under the control of the passenger.
- Fill out an incident report for any occasion when animal is not under control of the passenger.
- No pets allowed.

TALK TO PASSENGER ABOUT WHAT YOU ARE GOING TO DO OR WHAT YOU WANT THEM TO DO

- “I’m placing the straps on your wheelchair.”
- “I am looking for a place to strap on the wheelchair near your leg.”
- “We are ready to move you up the ramp into the van with the winch strap.”
- “Please move your arm so I can place a strap close to you.”
- “I am about to pull you into the van using our automatic winch strap.”

TREAT THE WHEELCHAIR OR MOBILITY AID AS PART OF THE PERSON

- Report safety defects to the owner and make out an incident report to the office.
 - Hand grips
 - Brakes
 - Foot pedals must be present to transport

WHEELCHAIR TIPS

- In an extended conversation bend your knees and stoop to the person’s eye level.
- When going up an incline or ramp, you are behind the chair facing and walking forward
- When going down an incline or ramp, you are behind the chair, facing the direction you are coming from. Always hold the hand grips.



PLACEMENT OF WHEELCHAIR AND PASSENGER

- Face towards the front of the vehicle
- Center wheelchair with the securement straps
- Apply the wheel locks
- Turn off power of motorized chairs. Ask passenger to turn off power to the chair.

SECUREMENT

- Attach rear straps just inside of rear wheels
- Attach to **frame** of wheelchair.
- Ideally there should be about a **45-degree angle** from floor to wheelchair
- Straps should be tight and driver should not be able to shift wheelchair

- When web loops are used, asked passenger if the loop may be attached to assist with proper safe securement.
- When Web loops are needed on a permanent basis ask the office to arrange this with the passenger.

BOARDING & DEBOARDING

- Stop on level ground, place in park and turn off vehicle.

POWER WHEELCHAIRS

- Ask the passenger to turn the power off while boarding, secured in van, and de-boarding.

COMMUNICATING WITH PASSENGERS

- Use body language that says you are willing to help
- Greet your passengers
- Treat adults as adults
- Offer assistance. Ask
- Speak directly to the passenger.
- Be patient
- Use easy-to-understand language
- Don't overwhelm the person with too much information
- If you do not understand the passenger do not pretend that you did
- Keep directions simple
- Be calm, or at least look calm!
- Tell the passengers where you are on the way to your destination, especially if blind or anxious.

Most of the information above is taken from CTAA PASS 5.0

Signature of CRV Volunteer

Date:

Signature of CRV Trainer

Date:

CALL DISPATCH for AMBULANCE(911)

(Do not transport passengers with emergency medical issues)

Lost consciousness, even temporarily

Difficulty Breathing (severe)

Chest Pains

Blood Moderate to Excessive (blood not clotting, life threatening)

Dialysis Center or Other Medical Center(At or near)

- ❖ **Do not accept a passenger with visible blood.**
- ❖ ***If bleeding starts after leaving, take passenger back into center or call ambulance***
- ❖ ***Cover blood with blue pads to protect other passengers***
- ❖ ***Send another bus with more pads and transfer passengers if necessary.***

Broken Limb

Seizure (protect passenger from injury)

Dangerously unstable

Wheelchair(any type)or passenger falls or tips

Driver Request

(We call ambulance, patient can accept or refuse the assistance. Patient refuses medical assistance and is too dangerous to transport? Send supervisor, call police)

Time to Return for Passenger

1. Passenger Name _____ Date: _____

2. Destination _____ Suite # _____

3. Time to Return for Passenger _____
(Medical Provider Staff enters time)

If passenger is ready early or will be later,
please call 989-224-8127, dispatch will inform driver.

5/11 Clinton Transit "The Blue Bus"

Time to Return for Passenger

1. Passenger Name _____ Date: _____

2. Destination _____ Suite # _____

3. Time to Return for Passenger _____
(Medical Provider Staff enters time)

If passenger is ready early or will be later,
please call 989-224-8127, dispatch will inform driver.

5/11 Clinton Transit "The Blue Bus"

Time to Return for Passenger

1. Passenger Name _____ Date: _____

2. Destination _____ Suite # _____

3. Time to Return for Passenger _____
(Medical Provider Staff enters time)

If passenger is ready early or will be later,
please call 989-224-8127, dispatch will inform driver.

5/11 Clinton Transit "The Blue Bus"

Time to Return for Passenger

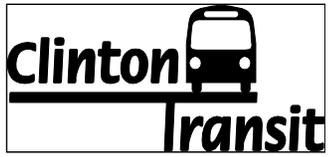
1. Passenger Name _____ Date: _____

2. Destination _____ Suite # _____

3. Time to Return for Passenger _____
(Medical Provider Staff enters time)

If passenger is ready early or will be later,
please call 989-224-8127, dispatch will inform driver.

5/11 Clinton Transit "The Blue Bus"



BODY FLUID AVOIDANCE PROCEDURES – 4/11

1. Report all blood or unknown body fluid incidents immediately.
2. Do not pick up any passengers at home, nursing home, any agency with staff, etc. who have uncontained body fluid that you may come in contact with. We will return later to pick them up when they have dry, clean clothes.
3. Mobile passengers with uncontained body fluid who we are taking home may sit on the white absorbing side of the blue pad or use a zip lock vomit bag. The passenger or the parent will take the blue pad or zip lock vomit bag off the vehicle.
4. If a passenger vomits on the seat or floor cover with the pad blue side up to prevent contact with other people.
5. If there is body fluid contacting the vehicle:

Cover with pad blue side up.

Driver makes sure other passengers do not contact the blood or body fluid.

Driver does not clean up spill.

Park vehicle in garage.

Lock vehicle and put a sign “Do Not Enter” on passenger and driver window. Put your keys and duplicate box keys on Rose May’s desk with an incident report filled out.

DRIVERS - FIRST AID

1. Passenger will administer their own first aid if able. Let the passenger control their own nose bleed or apply a bandage/compress. Driver may open a band aid and hand it to the passenger, bring trash receptacle to passenger to put their own band aids in the trash.
2. Ask passengers to put their own band aids in the trash.
3. The driver is not expected to or required to administer first aid/CPR.
4. The driver must wear gloves if first aid is administered or tissue or band aids are picked up.