










Blood Borne Pathogens

Illinois NET Program




Blood Borne Diseases

-  **HIV: Human Immunodeficiency Virus causes AIDS - no cure or vaccination**
-  **HBV: Hepatitis B virus causes liver disease – vaccination available**
-  **Non-A or Non-B Hepatitis**
-  **Syphilis**
-  **Malaria**

HBV or Hepatitis

-  **Inflammation of the liver - most common blood borne disease**
-  **Symptoms range from flu-like to none at all**
-  **No symptoms - person is infectious and can spread the disease**
-  **Hepatitis infects about 300,000 people in USA annually**

HIV or AIDS *(Acquired Immune Deficiency Syndrome)*

-  **35,000 people are infected annually**
-  **An infected person may carry the virus for years before symptoms appear**
-  **No cure and no vaccine at present**

Means of Transmission - *Must Enter Body*

- ✎ **HBV, HIV virus present in blood, body fluids**
- ✎ **Sexual contact with an infected partner**
- ✎ **Sharing infected needles**
- ✎ **Accidentally cutting yourself with a sharp object that is contaminated with infected blood, body fluids**
- ✎ **Infected blood or body fluid on skin especially with open cuts, sores**
- ✎ **Getting contaminated blood or body fluid in eyes, mouth.**



CONTAMINATED MATERIALS DETERMINATION

All garments are considered contaminated if compressed it would emit blood or bodily fluids.

All sharp objects are considered contaminated if it becomes penetrated to the point that the object would drip blood or bodily fluids.








Universal Precautions – Always assume that any bodily fluid is contaminated

Work Area Restrictions






In work areas where there is a reasonable likelihood of exposure to blood or other potentially infectious materials, workers are not permitted to eat, drink, apply cosmetics or lip balm, smoke, or handle contact lenses.

Protect Yourself







Universal Precautions

-  **TREAT ALL BLOOD AND BODY FLUIDS AS POTENTIALLY INFECTIOUS.**
-  **Skin protects from pathogens - cuts, dermatitis, chapping, small cracks allow germs to enter the body.**
-  **Protective Equipment - use gloves, dust mask, visor or safety glasses**
-  **Have as little contact as possible with blood or body fluids.**
-  **Wash hands with antibacterial soap, hand cleaner, or antiseptic towelettes after contact.**
-  **After contact, flush eyes and face with fresh water for several minutes**
-  **If you are at a Medical facility request their help**





Clean-Up and Safe Housekeeping

-  **After an accident, the entire area must be cleaned with disinfectant**
-  **Cleaning equipment must be disinfected**
-  **Wear gloves while cleaning, apron or goggles if appropriate**
-  **Restrict access to the area**
-  **Use disposable towels - dispose of all materials properly**







Other Exposure Hazards

-  **Clean surfaces contaminated with blood, vomit and feces immediately**
-  **ALWAYS wear gloves and protective apron or clothing when cleaning or working near bodily fluids**
-  **Be alert for sharp objects like broken glass, used syringes in trash and cracked specimen containers**
-  **Do not pick up broken glass - use brush or broom & dustpan**
-  **Dispose of glass, sharp objects safely – Double bag these items**
-  **Wash bloody or contaminated linens before re-use**

Common Sense Rules

-  **Wash hands & remove protective clothing before eating, drinking, smoking, handling contact lenses, applying lip balm or cosmetics**
-  **Keep hands away from eyes, nose, mouth while cleaning**
-  **Frequent hand-washing is best defense against spreading infection**
-  **Wear gloves if you must touch someone who is bleeding or is incontinent**

Summary

-  **Protect yourself on and off the job - know the facts about Bloodborne Pathogens**
-  **Practice good personal hygiene**
-  **Follow work rules at all times - use gloves and protective clothing when the potential for exposure exists**
-  **Wash your hands often, before and after work**
-  **If exposed, don't be afraid to seek assistance**
-  **Contain any spills, report problems immediately to Supervisors and be sure to restrict access to the contaminated area**

Contaminated work surfaces



Contaminated equipment, or work surfaces must be decontaminated immediately or as soon as feasible unless such decontamination is not feasible.

Decontamination can be accomplished by utilizing the following materials in sequence:

A solution of soap, water, and 10% chlorine bleach, or an approved germicide solution (*obtain from the Infection Control Kits, or first aid kits*)

Water flush

Laundry Procedures

Garments that have come in contact with blood or other potentially infectious materials should be handled as little as possible.

All Garments that become penetrated by blood or bodily fluids should be immediately, or as soon as feasible, removed and properly cleaned or disposed.

Defensive Driving

**Training for Illinois NETSPAP
Transportation Provider Network**

Illinois NET Program

What is Defensive Driving?

“Defensive driving is driving in such a manner that you are able to avoid an accident in spite of the incorrect actions of other drivers or adverse conditions.”

“Defensive Driving is Expecting the Unexpected.”

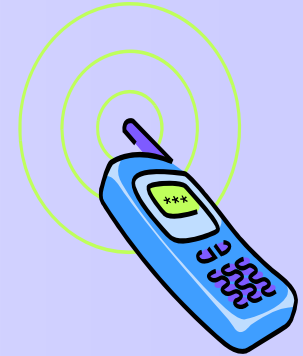


5 Common Accident-Causing Factors

- 1. Distractions**
- 2. Speed too fast for conditions**
- 3. Fatigue**
- 4. Impairment**
- 5. Panic**

Distractions - what not to do

- **Adjust the seat or mirror**
- **Engage in extended conversations**
- **Scold children**
- **Use the cell phone**
- **Tune the radio**
- **Light or smoke a cigarette**
- **Drink or eat food**
- **Apply make up**
- **Daydream**



Speed Too Fast

- **Obey speed limits**
- **Speed limits are for ideal driving conditions**
- **Slow down**
 - **Accidents happen when conditions deteriorate and speed is not reduced**
- **Conditions for slowing down**
 - **Nightfall, poor weather, road work, traffic, driver**



Fatigue



- **A drowsy driver is less likely**
 - **to notice a potential accident situation**
 - **to be able to respond quickly**
- **Drivers who fight to keep their eyes open are acutely fatigued and dangerous!**
- **If you are too tired to drive, take yourself out of service.**

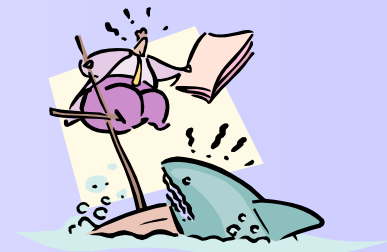
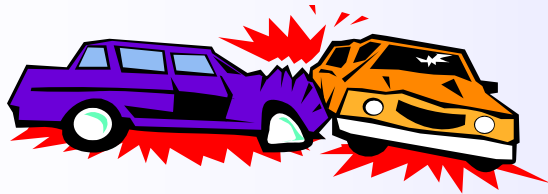
Impairment

- **More than ½ of all fatal accidents involve the use of alcohol and/or drugs**
- **Be alert to cues that other drivers may be impaired**
 - **Driving too fast or too slow, weaving, leaving turn signals on, etc and compensate by increasing the space cushion**
- **There is ZERO tolerance for alcohol/drugs on the part of professional drivers**



Panic

- **Remain alert, calm and appear in control if a bad situation occurs**
- **Don't over react by braking hard**
- **Choose alternatives like swerving away or smooth accelerating and braking**
- **Avoid quick movements**



Qualities & Attitude of a Defensive Driver

- **Understands how to operate the vehicle**
- **Is physically and mentally prepared**
- **Maintains a good defensive driving attitude**
- **Assumes that most collisions are preventable**
- **Does not allow themselves to become upset**
- **Does not insist on the right-of-way**
- **Uses The Smith System while driving**

What is the Smith System?

- **It's "space-cushion" driving**
- **Driver awareness process**
- **Uses 5 keys to defensive driving**

The Keys are:

- 1. Aim High in Steering**
- 2. Get the Big Picture**
- 3. Keep Your Eyes Moving**
- 4. Make Sure They See You**
- 5. Leave Yourself an Out**



Why use the Smith System?

- **Proven to reduce accidents which cost time, money, injuries, delays, vehicle down time, etc.**
- **Accidents have the biggest impact on insurance rates**
 - Low accident rate = low Insurance rate
- **Accidents on the job can follow the driver to their personal car insurance**
- **It may save you from death or injury in a traffic accident or from being the cause of injury or death to some innocent person**

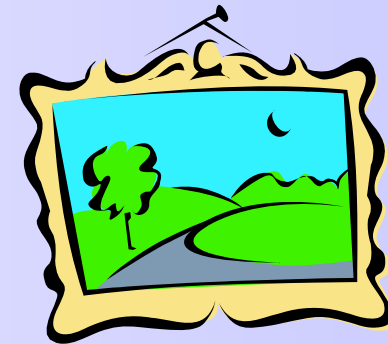
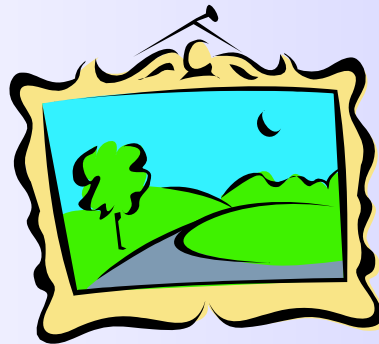
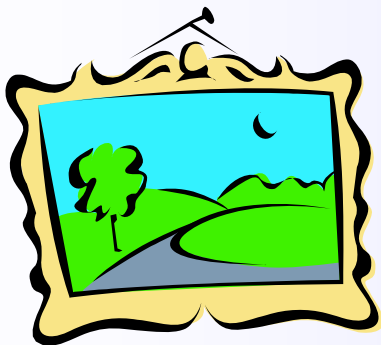
#1 Aim High in Steering

- Find a safe steering path for your vehicle
- Look several hundred feet ahead
- Do not look down the hood or fender
- **AIM HIGH!**
- Take quick, frequent glances well ahead at the center of your driving path
- More comfortable and more effective



#2 Get the Big Picture

The Big Picture has 3 Parts.



Get the Big Picture

- **PART 1 - How big is the Big Picture?**
 - **Sidewalk to sidewalk wide**
 - **Extends from front bumper**
 - **to a full city block ahead on the street**
 - **at city driving speeds**

Get the Big Picture

- **PART 2 -What does the Big Picture contain?**
 - **Total field of vision contains object and ground**
 - **Ground is background**
 - **Pavement, curbs, parking meters, utility poles, parked cars, things that do not move**
 - **Object is people**
 - **People walking, riding bicycles, motorcycles, in motor vehicles both driving and sitting parked at the curb**
 - **Other objects include traffic control signals, stop and yield signs**

Get the Big Picture

- **PART 3 - How do you get the Big Picture?**
 - **Scan your driving environment**
 - **Establish a circle of awareness**
 - **Eliminate physical barriers that block field of vision**
 - **Make space between you and Trucks, buses, large vehicles**
 - **Maintain safe space cushion to next vehicle**
 - **THE BIG PICTURE . . .**
 - . . . **is the area you drive in and through**
 - . . . **prevents accidents**

#3 Keep Your Eyes Moving



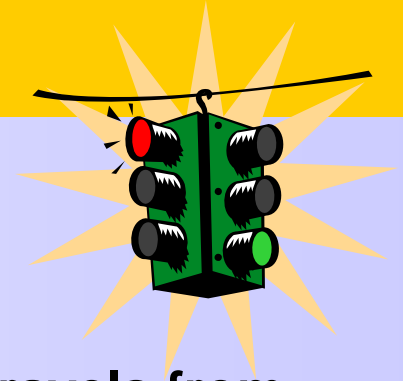
- **Our eyes have two sets of viewing:**
 - **30-degree cone of sharp central vision**
 - **Peripheral vision or fuzzy sensitive vision**
- **Rule: As long as the vehicle is moving so should your eyes be moving**
- **Tip: While moving your eyes, use your rear and side view mirrors**
 - **Know what's going on behind and beside you, too**

#4 Leave Yourself an Out



- **Don't let your wheels get ahead of your eyes**
 - **See the danger but going too fast to stop**
 - **Going too fast for road conditions**
- **3 ways of handling a hazard when you see it**
 - **Adjust speed, even stop**
 - **Change direction, slight deviation to lane change**
 - **Give a signal, brake lights, headlights, horn**

Stopping Distance



- Stopping Distance Factors
- **Perception Distance** – the distance a vehicle travels from the time you see a hazard or stop sign until your brain recognizes the object
- **Reaction Distance** – the distance traveled from the time our brain tells your foot to press the brake until the time your foot actually depresses the brake
- **Braking Distance** – the distance traveled from the time you touch the brake until the vehicle actually stops

Effects on Stopping Distance

- **Road Conditions**
 - Rain
 - Snow or Ice
 - Gravel, Sand or Wet Leaves
- **Operator**
 - Illness
 - Fatigue
 - Stress
 - Emotions
- **Vehicle**
 - Type
 - Weight

Tip:

Wet roads can double the stopping distance. To counteract this effect, reduce your speed by a third.



Following Distance

- **The distance you should maintain between you and another vehicle to allow for a safe stop**
- **At speeds of 40 mph and below, the National Safety Council recommends the “1,000 and 4” rule to establish your following distance**
- **“1,000 and 4” Rule:**
 - **1. note when the vehicle ahead passes a point i.e. pole, sign**
 - **2. begin counting “one thousand one, one thousand two”**
 - **3. your vehicle should not pass that same point before you count “one thousand and four.” If you do, you are following too closely and should drop back.**
 - **4. at speeds over 40 mph, add 1 second to the following distance**

#5 Make Sure They See You

- **Communicate with other drivers and pedestrians**
- **When**
 - **Early enough, not as a last minute panic**
- **How**
 - **Tap the horn in a friendly manner, not angry or wild**
- **Why**
 - **To make eye contact**
 - **To reasonably predict their actions**



Practice, Practice, Practice

- **The 5 steps of the “Smith System” help only if you remember and use them**
- **Consciously employ space cushion driving**
- **Read and re-read until they are part of your driving habit**
- **Review the 5 steps whenever you make a panic stop**
- **As a professional driver, every “close call” you have is worth reviewing in terms of what went wrong so that steps can be taken to avert a more serious occurrence.**

Other Keys to Safe Driving

- **Hazards and Preventability**
- **Safe Driving Factors**
- **Intersections**
- **Intersection Rules**
- **Parking Lot Safety**
- **Highway Driving**



Hazards and Preventability

- **Non-Preventable**

- A situation in which there is nothing you can do to prevent it. A rock falls off a hillside and hits your vehicle, it's not your fault.

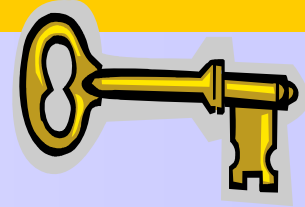


- **Preventable**

- A situation in which you have enough control of the situation that you can take defensive action to prevent it. It begins to rain and you slow down.

Tip: You can be legally right but professionally wrong.

Safe Driving Factors



- **you can't control**
 - **Actions of others**
 - **Natural disasters**
 - **Weather**



- **you can control**
 - **Prepare for the actions of others**
 - **Prepare for bad weather**
 - **Fatigue or being tired**
 - **Pre-trip vehicle inspection**

Intersections



- **Potential Danger**
 - **Traffic**
 - **Pedestrians**
 - **Signals and signs**
 - **Cross traffic**
 - **Drivers who don't obey traffic laws**
- **Defensive Driving**
 - **Slow down as you approach intersection**
 - **Keep your vehicle well behind the stop line or the vehicle in front of you.**
 - **“Count to 3 to be Accident Free” before proceeding**
 - **Pull up to the corner if your view is obstructed**
 - **Stop or yield to traffic even if you have the right of way**
 - **Obey the signals or signs**

Intersection Rules



- **The vehicle that approaches a four way stop first should proceed first**
- **When two vehicles arrive at the same time the vehicle on the right goes first**
- **Always give the right-of-way to pedestrians**
- **Never insist on the right-of-way**

Intersection Tip:



Be alert and be prepared to stop for yellow lights.

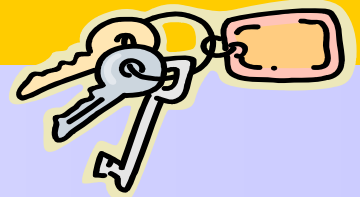
Slow, smooth stops can prevent rear-end collisions and passenger injuries.

Parking Lot Safety



- **Watch for:**
- **Drivers speeding to get parking spaces**
- **Drivers rolling through stops**
- **Drivers entering through exits**
- **Pedestrians walking between cars or down rows**
- **Drivers backing up without warning**

Entering the Highway



- **Activate the turn signal 150' before merging**
- **In the acceleration lane adjust speed to the flow of traffic**
- **Merge smoothly into traffic**
- **Maintain a safe following distance**


Lane Changes on the Highway

- **Check following distance between your vehicle and the one in front of you**
- **Check for space before moving into another lane**
- **Signal your movements**
- **Gradually steer over until vehicle is in the new lane**
- **Re-check mirrors and blind spots and complete lane change**
- **Turn off turn signals when completely in new lane**

Exiting the Highway

- **Position the vehicle in the correct lane well before the exit**
- **Activate your turn signal 5 seconds before reaching the exit**
- **Begin slowing down by letting up on the accelerator**
- **Maintain proper following distance**
- **Slow down to the posted speed limit on exit ramp**
- **Watch out for slower or stopped traffic**

High Occupancy Vehicle Lane H.O.V.

- **H.O.V. lanes are designated lanes**
- **Encourage car-pooling and public transit**
- **If you need to yield to an emergency vehicle in H.O.V. lane**
 - **Slow down, move to the right, into the swale**
 - **(the space separating the H.O.V. lane from the regular lanes)**
 - **After emergency vehicle has passed, safely move back**
- ** If you are forced to stop due to breakdown**
 - **Make an effort to position your vehicle to minimize risk of injury**
 - **Immediately activate the four-way flashing hazard-lights**
 - **Alert your dispatcher**
 - **Deploy three reflective triangles (10, 100, and 200 feet behind vehicle)**
 - **Wait for police assistance – do not evacuate passengers**



Safe Driving is No Accident!

Thanks for your time.

Safe Vehicle Operations

**Training for Illinois NETSPAP
Transportation Provider Network**

Illinois NET Program

Your Responsibilities as a Vehicle Operator

AS A VEHICLE OPERATOR...

You are expected to provide friendly, courteous service to our passengers. Driving safely and skillfully, providing on-time service, greeting your passengers, and responding courteously and respectfully to their requests are just a few of the ways you can effectively serve our passengers.

GENERAL GUIDELINES

All vehicle operators are required to meet the following requirements:

- **Motor vehicle records (both Company and personal vehicles),**
- **Criminal record standards,**
- **Physical examinations standards,**
- **Training standards, and**
- **All standards required by law and Illinois NET program regulations.**
- **Required to notify project manager of any citations – personal or professional**

Professional Image

Operators are expected to maintain a professional Image by:

- **Practicing good personal hygiene and grooming,**
- **Wearing a clear uniform or approved attire,**
- **Wearing shoes appropriate for safe driving or safe work activity.**

Professionalism

Operators are expected to:

- **Portray the highest professional standards,**
- **Be patient and courteous with passengers, fellow employees, and guests,**
- **Always give the passenger the benefit of the doubt,**
- **Be friendly, helpful, factual and respectful,**
- **Not discuss your personal life or that of any passenger,**
- **Not solicit/accept gifts or tips,**
- **Not using personal electronic devices – cell phones, MP3's, I-pods – while on duty.**

Good Health Habits

Operators are expected to practice good health habits:

- **By getting adequate sleep,**
- **By eating good food,**
- **By staying healthy and avoiding illness,**
- **By avoiding unnecessary emotional stress,**
- **By avoiding distracting conversations,**
- **By using over-the counter and medications/prescriptions properly.**

Pre-Trip Preparation

Operators are expected to conduct the following pre-tip services before the start of each shift:

- **Conducting a comprehensive pre-trip inspection**
- **Ensuring any safety discrepancy is inspected, repaired or signed-off by qualified individual before entering service**
- **Performing a proper brake test**
- **Cycling wheelchair lifts and ensuring integrity of all securement & tie down straps,**
- **Cleaning windshield, mirrors, windows, adequate washer fluid, good wiper blades,**
- **Adjusting mirrors to maximize visibility.**

Vehicle Securement

Securing Your Vehicle:

- **Do not leave vehicle with passengers onboard except in cases of emergency and dispatch has been contacted by radio before leaving,**
- **Do not leave vehicle unattended in such a manner that a passenger can board without your knowledge,**
- **Set brakes properly and engage bus in neutral.**

Vehicle Security

Security

- Any suspicious people or objects located on vehicles and the property must be immediately reported to dispatch and/or supervisor,
- Thorough pre-trips and post-trips must be completed to identify possible transit security issues including suspicious packages and devices.

Driving Hazards

Driving through water

- **Avoid if possible,**
- **Depth of standing water difficult to judge – observe other vehicles.**
- **If safe to proceed, go slowly,**
- **Test brakes immediately after exiting, applying pressure gently and firmly,**
- **If braking poor and does not improve, contact dispatch.**

Driving Hazards Contd.

Night Driving

- **Maintain clean windshield,**
- **Increase following distance,**
- **Use high beams properly,**
- **Light Blinded; Looks to Road Edge.**

Driving Hazards Contd.

- **Railroad Crossings**
 - **Activate flashers as approach crossing,**
 - **Stop 15 to 50 feet from RR tracks,**
 - **Open window (and passenger door if available) --- Stop, Look and Listen**
 - **Look left, right, left,**
 - **Safely proceed across tracks,**
 - **Turn off 4-way flashers after across tracks.**

Driving Hazards Contd.

Winter Driving

- **During pre-trip – double check windshield wipers & washer fluid, defrosters, heaters, tires and steps for snow, ice,**
- **Carry a scraper and blankets (paratransit),**
- **Decrease speed,**
- **Increase following and stopping distances,**
- **Bridges ice up quickly – be extra careful when crossing,**
- **Avoid abrupt actions – turning, braking,**
- **Remember being safe is more important than being on-time**

Vehicle Communications

Communications

- **Company radio/cell phones are strictly limited to company business**
- **Practice proper radio etiquette when using radio/cell phones**
- **Keep transmissions short,**
- **Use acceptable general English,**
- **Do not interrupt or “step on” others,**
- **Rude, vulgar, abusive or other unprofessional language is prohibited.**



Safe Driving is No Accident!

Thanks for your time.

Pre Trip Inspection & Emergency Procedures

Before you set out . . .

There are many reasons why your vehicle should be properly inspected before the trip.

- Safety – Inspect your vehicle to know it's safe**
- Routine – ongoing process, begins before setting out, continues during and at the end of the day**
 - Listen for odd noises**
 - Notice any unusual smells**
 - Look for lights and gauges**
- Familiarization – this is a way to check and become familiar with the controls before you need to use them**
- Report & Protect – report any problems to the proper personnel, ie. owner, maintenance, to protect you and your employer**

OUTSIDE CHECK

Front

- Headlights [high/low]
- Windshield [cracks, clean]
- Wiper blades
- Tires – air, tread
- Rims, lug nuts



Road & Curb Sides

- Windows
- Doors
- Mirrors – clean, no cracks
- Splash guards
- Suspension
- Fuel cap

Rear

- Brake lights
- Turn signals
- Emergency flashers
- Fluid leaks
- Back window
- Tires – air, tread
- Rims, lug nuts
- License plate



INSIDE CHECK

Driver Area

- Seat belt
- Door locks
- Window operation
- Defroster, A/C, heater
- Horn
- Gauges
- Windshield wipers
- Mirrors

Passenger Areas

- Seats, clean, good condition
- Floor – clean
- Seatbelts – working condition
- Seatbelt extension on board

Emergency Equipment

- First aid kit
- Triangle reflectors
- Vehicle registration
- Proof of insurance
- Incident form
- Provider name, phone # cards

OTHER CHECKS

Before Setting Out

- Adjust all mirrors
- Fasten seatbelt
- Passenger seatbelts

Reading Fluid Leaks

- Green, pink, yellow - coolant
- Black - oil
- Red – transmission

While Driving

- Gauges
- Brakes
- Transmission
- Steering wheel
- Warning lights
- Odd noises
- Unusual smells

Every day . . .

- **Perform a pre trip inspection at the start of your shift**
- **First inspect the vehicle on the outside**
- **Second inspect the inside**
- **Then perform other checks**
- **Complete a Pre Trip Vehicle Inspection checklist to report vehicle findings**

Sample DVIR

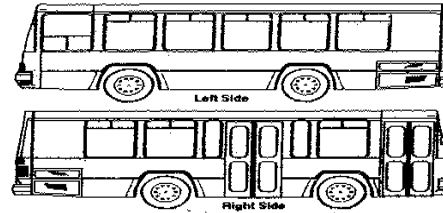
FIRST TRUST INC. #1240
DAILY VEHICLE INSPECTION REPORT

BUS #: _____ DATE: _____ R.O. #: _____
 I have reviewed the previous operator's vehicle inspection report.

Driver 1 Print Name: _____ Begin Miles: _____ End Miles: _____ Begin Time: _____ End Time: _____	Driver 2 Print Name: _____ Begin Miles: _____ End Miles: _____ Begin Time: _____ End Time: _____	Driver 3 Print Name: _____ Begin Miles: _____ End Miles: _____ Begin Time: _____ End Time: _____
---	---	---

Check all items on pre-trip. Use "OK"; if defect found use "X", if not applicable use "NA". Turn in daily.

RECORD ALL BODY DAMAGE



VEHICLE EXTERIOR CHECKS

Driver		
1	2	3

All lights & lenses*
 Turn signals & 4-way flashers*
 Windshield wipers & washers
 Door operation, seals intact/tight
 Emergency door/windows/alarm
 Tires, wheels & lugnuts*

Driver		
1	2	3

Glass & mirrors*
 Body damage/lettering
 Under vehicle leaks*
 Bike rack
 Lift door hold backs
 Passenger lift operation

VEHICLE INTERIOR CHECKS

Driver		
1	2	3

Speedometer/tachometer
 Heaters, defroster & ventilation
 All gauges*
 Horn/dashlights/Hi/Lo indicator*
 Interior lights
 Driver seat operation & belts
 Pass. seat securement & covering
 Hand rails/modesty panels
 All required emergency equipment
 Exhaust noise

Driver		
1	2	3

Steering operation
 Air conditioner
 Fare box
 Destination sign
 Wheelchair securement straps & covers
 Two-way radio operation
 Passenger chime or buzzer
 Backup alarm
 Veh. documentation/certification
 Advertising signs securement

BRAKE SYSTEM CHECKS

Driver		
1	2	3

(AIR)
 Cut in pressure _____ PSI
 Cut out pressure _____ PSI
 Static press. loss P/B on _____ PSI
 Static press. loss P/B off _____ PSI
 Applied pressure loss _____ PSI
 Low pressure warning* _____ PSI
 Auto pop out (park brake) _____ PSI
 Park brake hold

Driver		
1	2	3

(HYD/VAC)
 Operating not less than 15" VAC
 Low VAC warning _____ inches
 Brake pedal height (applied)

COMMENTS: _____

**line items to be checked on a "Mini Pre-Trip" inspection*

Driver 1 SIGNATURE _____	DATE _____
Driver 2 SIGNATURE _____	DATE _____
Driver 3 SIGNATURE _____	DATE _____

MECHANIC'S SIGNATURE _____ DATE _____

ORIGINAL

First S.T.E.P.S.

Vehicle Inspection Checklist

Refer to Vehicle Inspection Checklist handout

A Driver's Responsibility is

- . . . to drive the vehicle
 - Knowledge of the vehicle
 - Knowledge of traffic laws
 - Defensive driving
- . . . to care for the passenger
 - Greet the passenger
 - Answer questions
 - Assist passenger
- . . . to protect the passenger
 - Fire
 - Medical emergency
 - Threats of violence
 - Collisions

Emergency Management Steps

- 1. Remain Calm**
- 2. Assess the Situation**
- 3. Protect People and Property**
- 4. Obtain Help**
- 5. Reassure and Assist Passengers**
- 6. Secure the Scene**
- 7. Gather Information**

1. Remain Calm

- **Breathe!**
- **Think!**
- **Do!**

2. Assess the Situation

- **Understand the situation**
- **Determine the severity of the emergency**
- **Plan a course of action**

3. Protect People then Property

- **Protect people from injury**
 - **Move vehicle to safe area**
 - **Evacuate the passengers**
 - **Keep them at a safe distance**
- **Prevent further damage to property**
 - **Activate emergency flashers**
 - **Position reflective triangles**

4. Obtain Help

- **Notify dispatcher**
 - **Describe any injuries and damage**
- **Request the appropriate assistance**
 - **Police, fire, ambulance, Hazmat**
- **Be ready with initial information**
 - **Location and condition of vehicle**
 - **Other vehicles involved**
 - **Number and condition of passengers**

5. Reassure and Assist Passenger

- **Take charge**
- **Remain calm**
- **Reassure passengers**
- **Keep passengers calm**
- **Give clear directions**

6. Secure the Scene

Take necessary steps to prevent further damage or injury

- **Pull to a safe area if possible**
- **Activate emergency flashers**
- **Turn off the engine**
- **Place reflective triangles**
- **Gather information**

7. Gather Information

Make note of:

- 1. Date and Time**
- 2. Weather conditions**
- 3. Number of passengers**
- 4. Description of passengers and where seated**
- 5. Names, addresses, telephone numbers**
- 6. Name of officer at the scene**
- 7. Any other information, license plates, etc.**

All information is to be included in report to First Transit if Medicaid client on board.

Some Emergencies & How to Handle Them

- **Fires**
- **Medical Emergencies**
- **Robberies**
- **Threats of Violence**
- **Mechanical Breakdowns**
- **Tire Failure**
- **Brake Failure**
- **Overheating**

Fires



- **Fire is created with:**
 - **Fuel + Oxygen + Ignition source**
- **Fuel sources**
 - Tires
 - Gas, oil, etc
- **Oxygen** - air
- **Ignition source**
 - Smoking
 - Faulty wiring
 - Collisions
 - Chemicals
 - Friction

Fires cont.

- **Preventing fires**
 - **Perform a complete pre-trip check**
 - **Monitor instrument panel for signs of trouble**
 - **Check vehicle equipment, including tires, for signs of excessive heat**
- **If you suspect a fire**
 - **Pull over to the side of the road in a safe location**
 - **Notify the dispatcher**
 - **Do not pull over at intersections, railroad crossings, drawbridges, gas stations or into dry grass**

Medical Emergencies



- **Injured Passengers**
 - **Take each claim of injury seriously**
 - **Call dispatcher to report the incident**
 - **Ask the dispatcher for medical assistance if needed**
 - **Always report and document each incident**
 - **No matter how minor**
 - **Even if medical attention is refused**
 - **All information is to be included in report to First Transit if Medicaid client.**

Medical Emergencies cont.

- **Unconscious passengers**
 - **Ask other passengers if they know the person**
 - **Check the person for medical alert information**
 - **Call the dispatcher for medical assistance**
 - **Make the person comfortable and warm**
 - **Reassure others assistance is on the way**
 - **Administer first aid if company policy and you have proper training**

Robberies



- **During the robbery**
 - **Keep calm**
 - **Obey robber's commands**
 - **Hand over requested items and ask passenger to do they same**
 - **Observe all you can about the situation**
- **After the robbery**
 - **Call the dispatcher**
 - **Reassure passenger**
 - **Write down a description of the robber**
 - **Note the direction the robber took upon leaving**
 - **Exchange information with police**

Robberies – cont.

- **Never assume a weapon is a toy**
- **Always take the robber seriously**
- **If assaulted during a robbery**
 - **Defend yourself until the attack stops**
 - **Encourage the attacker to escape**
 - **Encourage customers to receive medical attention**
 - **Even if someone is hurting your passenger, do not intervene unless you are absolutely sure it would not make the situation worse**

Threats of Violence

- **Violence may include:**
 - **Verbal abuse**
 - **Physical assault between passengers**
 - **Sexual harassment**
- **Stop the vehicle**
- **Ask the passenger to stop behavior**
- **Call the dispatcher to report the incident**
- **Encourage the person to exit the vehicle**

Mechanical Breakdown

- **Stop the vehicle in a safe location**
- **Activate the flashers and position the emergency triangles**
- **Check for danger**
- **Check for possible causes**
- **Call the dispatcher to request appropriate action**
- **Keep your passenger informed of the situation**
- **Move the vehicle when safe and so directed**

Tire Failure

- **The best defense is inspection of the tires**
 - Check thread depth and proper inflation
 - Check condition and location of recaps
- **If tire blowout occurs**
 - Do not apply brakes
 - Concentrate on steering
 - Lift your foot from the accelerator
 - Brake softly as your speed diminishes
 - Pull completely off the pavement when it is safe to do so
- **If Tire is on fire**
 - Evacuate the vehicle
 - Call the dispatcher
 - Move passengers upwind and away from the vehicle

Brake Failure

- **To prevent brake failure**
 - **Check for leaks**
 - **Check for brake pad scraping**
- **If brakes fail**
 - **Pull over as soon as possible**
 - **Shift to lower gear**
 - **At slower speeds, apply the parking brake**
- **If brakes are wet**
 - **Need to dry them out before proper operation**
 - **Test brakes lightly for operation**
 - **Apply brakes lightly to dry**

Overheating

- **Pull over to a safe location**
- **Pull over as soon as possible**
- **Avoid parking near catch basins**
- **Turn off engine**
- **Turn off air conditioning**
- **Do not open the radiator cap**
- **Call the dispatcher**

Passenger Assistance

Illinois NET Program

General Guidelines

- **Drive safely and smoothly. Make slow, steady turns.
Accelerate/brake evenly,**
- **Provide appropriate assistance,**
- **Be courteous, patient and attentive to all passengers,**
- **Avoid arguments,**
- **Be an active listener,**

Wheelchair Lifts

- **Assist passengers with securements, ramps, and lifts,**
- **Ambulatory passengers may ride lifts/use ramp. Have them hold rails, suggest facing forward,**
- **Ideal positioning of wheelchair on lift is with passenger facing outward but passengers with disabilities may board lift to face outward or inward,**
- **Transport any mobility device that fits on lift**



Mobility Devices

Body Mechanics: Operators can safely maneuver devices without injury by using proper body mechanics

- **Be sure to be directly behind the wheelchair before attempting to move it.**
- **Position your feet, shoulder distance apart, with one foot slightly forward.**
- **Always push instead of pulling and use leg muscles instead of your back.**

Mobility Devices, Contd.

- **Shoulder Harnesses:** if the mobility device is equipped with a shoulder harness, it should be secured on all passengers.
- **Power wheelchairs:** Ask passenger to disengage all switches and belts before loading the chair onto lift.
 - **To disengage an electric chair, move the belt release handle on each side forward or backward. The belts should release from the pulleys and the chair will be inoperable.**
 - **Some electric wheelchairs cannot be disengaged. In this instance, extra caution should be used to power off the chair and set brakes once the wheelchair is on the vehicle lift.**

Mobility Devices, Contd.

- **Three Wheel Mobility Device:**
 - **If you attempt to disengage most types of three wheel mobility devices, the brakes automatically come on and it will not move. Request the passenger to back the scooter onto the lift.**
 - **Place a lap restraint around the passenger before loading scooter onto lift.**
 - **Once the lift has been raised, maneuver scooter firmly against wall or folded jump seats.**
 - **Attach two tie-down straps to the floor at the rear of the scooter a sufficient distance from each side to provide equal pull to the right and left.**
 - **Loop straps through tie-down point and pull the rear straps tight.**
 - **Apply same procedure to front of scooter.**

Mobility Devices, Contd.

- **Walkers, Crutches, Walking Canes, etc.**
 - **Secure all mobility devices including walkers, crutches, and walking canes in a safe and secure manner, prior to vehicle operation in order to avoid injury to other passengers.**

Wheelchair Securement

- **Secure all mobility devices using a 4 point tie-down system**
 - **Some newer models wheelchairs and/or 3 wheel chairs are difficult to secure using standard 4 point tie-down. If you encounter one of these devices, contact your dispatcher for instruction,**
- **Do not fasten straps to removable parts of mobility device, nor through wheel spokes,**
- **Do not cross straps,**
- **When tightening straps, kneel and keep back straight. Pull on strap to tighten.**

Shoulder and Lap Seatbelts

- **It is program policy that all passengers wear shoulder and lap belts. In some circumstances, this may conflict with client policies and/or passenger desires. In these individual cases a procedure should be worked out to secure that passenger as safely as possible.**
- **Check with your local dispatcher for guidance in special circumstances.**

Children's Car Seats

- **Obey the Law: Use Legal Child Safety Restraints**

Infants (< 1 yr. or 20 lbs.)

Rear-facing car seat secured in the back seat



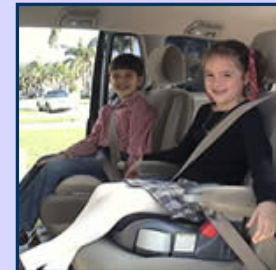
Toddlers (20 - 40 lbs.)

Forward-facing car seat secured in the back seat



Children (40 - 80 lbs.)

Booster with vehicle's lap & shoulder belt



- **Illinois Requires Car Seats up to Age 8!**

Tips on Communicating with Passengers

- **Use body language that projects willingness to assist,**
- **Greet all passengers,**
- **Treat adults as adults,**
- **Offer Assistance,**
- **Face and speak directly to passenger, not interpreter or PCA,**
- **Use short, clear words and sentences. Keep directions simple,**
- **Don't overwhelm person with too much information,**
- **If you don't understand passenger, don't pretend you do,**
- **Remain calm,**
- **Above all else, be patient and treat individuals with the same respect and thoughtfulness that you expect.**

Sensitivity

- **ASK - ASSIST, SENSITIVITY, KNOWLEDGE**
- **Remember you are dealing with a person, ASK before taking action.**
- **Mobility devices are an extension of the person; do not touch without first asking permission.**
- **Be aware of hazards on the path of travel when assisting a person using a mobility device.**
- **Maintain normal eye contact.**
- **Position yourself at their level if talking to them for a long period.**
- **Use body language that projects willingness to assist,**

Assisting Passengers

- **Must assist passengers door-to-door**
- **Turn vehicle off before assisting passenger**
- **Communicate: Offer & accept suggestions**
- **Explain what you're doing throughout**
- **Position yourself correctly to support**
- **Be ready for the unexpected**
- **Be aware of hazards on the path of travel.**
- **Assist person first, then help with parcels**
- **Deliver to caretaker, don't leave unattended**

Types of Disabilities

- **Common Cognitive Disabilities**
- **People with cognitive disabilities may have difficulties with some or all of the following:**

Thinking
Orientation
Memory
Communicating
Processing Information
Emotional Control

Awareness
Judgment
Learning
Language
Decision Making

Types of Disabilities, Contd.

- **Alzheimer's Disease**
 - **Be patient & reassuring**
 - **Use short, clear sentences**
 - **Encourage person to sit near front of vehicle**
 - **DO NOT abandon at destination without a responsible, capable companion**
- **Cerebral Palsy**
 - **Speak normally,**
 - **Speak directly to person,**
 - **Repeat if you do not understand.**

Types of Disabilities, Contd.

- **Learning Disabilities**
 - **Be direct, say what you mean,**
 - **Don't use sarcasm and don't exaggerate,**
 - **Give passenger time to put thought into words,**
 - **Passenger may repeat question – be patient,**
 - **Call out stops, transfer points and landmarks.**
- **Stroke**
 - **Be patient, give passenger time to communicate,**
 - **Be willing to repeat information,**
 - **If difficulty speaking, ask yes or no questions to facilitate**

Types of Disabilities, Contd.

- **Cardiovascular Disease**
 - **May need extra time to board or exit vehicle,**
 - **Watch for signs of discomfort including sweating, grimacing, fidgeting, abnormal skin coloration. May be symptoms of a heart attack,**
 - **May carry own oxygen supply,**
 - **Notify dispatch if you think passenger may be having a heart attack.**
- **Epilepsy or Seizure Disorders**
 - **If severe, cushion passenger's head and make them as comfortable as possible,**
 - **Clear surrounding area and prevent injury,**
 - **Allow seizure to run its course. Do not attempt to restrain,**
 - **It is impossible to swallowing a tongue; Do NOT put anything in their mouth,**
 - **Stay with passenger until they are fully recovered and comfortable**

Types of Disabilities, Contd.

- **Hearing Impairments**
 - Speak clearly, distinctly, at a normal speed & in a normal tone,
 - Face passenger providing clear view of your mouth,
 - Do not stand with light to your back where passenger can not see your face.
- **Kidney Dialysis**
 - May have poor vision,
 - May require assistance standing, walking, wand entering or exiting you vehicle,
 - May experience light-headedness and blackout,
 - Long rides and extreme temperatures should be avoided,
 - If passenger bleeds from their “access” to their blood supply, get medical attention

Types of Disabilities, Contd.

- **Multiple Sclerosis and Muscular Dystrophy**
 - MS symptoms come and go, stay alert for changes in behavior,
 - Be patient when communicating, muscular dystrophy may affect the person's speech,
 - Using principle for assisting passengers with mobility impairments when assisting persons with MS or muscular dystrophy.
- **Respiratory Disorders**
 - Do not rush. Exertion brings respiratory stress,
 - Keep air in vehicle as clean as possible by using air conditioner (turn on heat controls if too cold) and keeping windows closed,
 - May carry own oxygen

Types of Disabilities, Contd.

- **Speech Disorders**
 - Be patient, do not ridicule,
 - If do not understand, ask person to repeat,
 - Repeat what you think you heard back to passenger,
 - Write a note, if necessary.
- **Vision Loss**
 - Speak in normal volume voice,
 - When offering assistance, identify yourself and make sure persons knows you are speaking to them,
 - If walking with white cane, walking on opposite side of cane,
 - If assisting, explain maneuver that will be made.

First S.T.E.P.S.
to Safe Driving

Thanks for your time.