

SECTION 5: VEHICLES AND TRANSPORTATION

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VEHICLES AND TRANSPORTATION

5.A. 1: Driver Responsibilities

Employees are expected to drive in a responsible, safe manner and to comply with applicable laws and legislation while operating a vehicle in the course of their work. Employees assigned to driving duties must at all times have a current, valid driver's license for B.C.; and must remain insurable under our liability insurance policy.

Smoking, the use of tobacco or vapour products is not permitted in company vehicles or private vehicles when people supported are transported. Animals are prohibited from vehicles. When a company vehicle is available, the company vehicle is used for the transport of people supported. For security, staff members are to ensure vehicles are locked when parked.

Staff members are not to use hand-held cell phones and other portable electronic devices while driving.

No staff member may consume alcohol or illegal drugs while driving on company business or prior to the staff member's shift if such consumption would result in a detectable amount of alcohol or illegal drugs being present in the staff member's system while on duty. In addition, no driver may consume or use any substance, regardless of legality or prescription status, if by so doing, the driver's ability to safely operate a motor vehicle and carry out other work-related duties would be impaired or diminished. Any illegal, dangerous or other conduct while driving that would tend to place the lives or property of others at risk is prohibited.

Regardless of fault or circumstance, any employee who receives a traffic citation or who is involved in any kind of accident or incident while driving during the course of their duties, must inform an appropriate supervisor about the incident immediately, or as soon as possible thereafter.

In both of the above situations, the matter may be discussed with our insurance carrier on employee liability. The driver involved in an accident or cited by a law enforcement official for violating a motor vehicle law must turn over any documentation related to such incident as soon as possible to the employer, and must cooperate fully with the employer in verifying the information with other parties involved and with law enforcement authorities.

Kardel requires that all employees submit a driver's abstract upon hiring and annually thereafter in conjunction with performance evaluations. If there is reason to believe an infraction has occurred, a request may be made of the employee to re-submit the abstract at any time.

Staff members are responsible for the safety of people they transport in the vehicle. Any incident that results in driver interference must be reported on an incident form. A plan of action must be prepared and included with the person's individual care plan under transportation. For example, if a person, in a period of upset, has interfered with the driver, in future situations the staff member may be directed to pull over when the person becomes upset and call for back up. Plans may also stipulate the safest place for the person to sit in the vehicle.

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Potentially, safety locks would be engaged if there was a risk of the person trying to open the door. The appropriate restraint form would need to be completed and signed off.

Staff members are not to leave people from our licensed homes unattended in a vehicle at any time or for any reason no matter how short the duration.

Any employee who violates any part of this policy, or who becomes uninsurable as a driver, will be subject to reassignment and/or disciplinary action, up to and possibly including termination from employment.

5.A. 2: Staff Transporting People Supported in their Own Vehicles

Private vehicles used for transporting people supported must be clean and in safe working condition. In homes and programs where staff members are required to transport people supported in their own vehicles, the following documents will be kept at the home/program:

1. Driver Information Form is completed once per year by all staff members using their own vehicles to transport people.
2. Copy of current, valid, business class insurance with a minimum of \$2,000,000.00 liability (Staff members transporting people supported in their vehicles up to six times per month, do not require business insurance when it is not part of the regular job duties)

This information will be stored in the binder titled "Driver Information" and kept in a secure area at the home/program. Managers will review monthly and track expired insurance and driver's license documents. Managers will ensure a new Driver's Information Form is filled out each year.

5.A. 2 a) Staff transporting People in their own vehicles: Safety and Risk Reduction

If staff members are required to transport people supported, a personal first aid kit for their vehicle with basic supplies will be provided.

It is staff members' responsibility to know the needs of the person that will be transported.

- Utilize adequate protective covers on seats if necessary i.e. soaker pads from the home/program
- Ensure safe seating in the vehicle
- Ensure familiarization with behaviour support plans, if necessary

Staff members are responsible to keep their vehicle in good working order and some tips are listed below.

Perform a monthly check as follows:

- Most maintenance should be left to the professionals. However, once a month you should perform the following checks to help identify and head off problems that can cost you fuel and money down the road
- Measure tire pressure and look for signs of uneven wear or embedded objects that can cause air leaks. In winter, measure tire pressure whenever there is a sharp change in temperature

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- Check around the car and under the engine for fluid leaks. You can often identify the type of fluid that is leaking by its colour. Oil is black, coolant is a bright greenish yellow, automatic transmission fluid is pink, and power steering and brake fluids are clear, with a slight brown tinge. All of these fluids are oily to the touch
- Check fluid levels, including engine oil, engine coolant level, transmission fluid and power steering fluid, according to the instructions in the owner's manual
- Check under the hood for cracked or split spark plug wires, cracked radiator hoses or loose clamps and corrosion around the battery terminals
- Check for problems with the brakes. On a straight, flat and traffic-free stretch of road, rest your hands lightly on the steering wheel and apply the brakes gradually. If the vehicle swerves to one side, one of the brake linings may be worn more than the other, or the brakes may need adjustment
- Use a similar test to check for problems with wheel alignment. On a straight, flat and traffic-free stretch of road, rest your hands lightly on the steering wheel and drive at an even speed. If the vehicle pulls to one side, the wheels may be misaligned

If a person supported cannot be transported safely, employees must not transport them. Staff may need to support the individual until they can be transported safely or direct the individual to safe alternative transport as required and as appropriate to their skill level i.e. bus connection, taxi.

5.A. 3: Auto Insurance for Employer's Business

Employees required to use their personal vehicles for the Kardel business must ensure that their vehicles have adequate auto insurance to cover the business purpose for which it is used.

When a Kardel employee is required to use his/her vehicle 6 times or more per month in the performance of his/her duties, business insurance (Class 7) coverage is required. Kardel will pay for the increased cost of such coverage. Employees must obtain a quote from their insurer for:

- To and from work insurance, namely Class 3
- Business Insurance Class 7

The insurer must quote both rates based on the "good driver" discount of 40%. Kardel will pay the difference between the discounted rates. Kardel will not pay the difference on any other basis. The Insurer must supply a "premium difference letter" available at the Kardel office; Kardel will pay the employee on receipt of the above letter, together with a copy of the ICBC policy indicating that the insurance is in place.

Kardel has a liability policy with ICBC that provides coverage for the driver while on duty up to \$10,000,000 per incident. This coverage is in addition to the liability coverage that the employees have on their vehicle and is only in effect while "on the job".

Kardel will not assume responsibility for loss or damage to an employee vehicle or its contents, except as this may be due to actions and needs of the people supported. Kardel is not responsible for deductible on claims made by employees regarding their own vehicle, whether on company business or not.

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5.A. 4: Vehicle Safety/First Aid Kits

Consistent with WorkSafe BC recommendations, all Kardel employees who transport persons in their personal vehicles must have a vehicle safety/first aid kit in their vehicles. This kit includes:

- 1 pressure dressing;
- 6 sterile adhesive dressings, assorted sizes, individually packaged;
- 6 individually packaged towelettes;
- 1 wallet sized instruction card advising the worker to report any injury to the employer for entry in the first aid records and instructions on how worker is to call for assistance
- 1 pocket mask (single use only)
- These items must be in a weatherproof container

Kits must also include: flashlight, road hazard equipment, procedures of what to do in an emergency and contact numbers.

<i>Policy:</i>	<i>Vehicle and Transportation</i>
<i>Issued:</i>	<i>March 2001</i>
<i>Revised:</i>	<i>May 2003, December 2003; June 2004; July 2010; April 2011</i>
<i>Reference:</i>	<i>Occupational Health and Safety Worksite Manual 33.2; Schedule 2: Personal First Aid Kit 33-14</i>

5.A. 5: Class 4; Driver's License; and Driver's Abstract

Only drivers with a class 4 driver's license may operate Kardel vehicles. Obtaining and maintaining a Class 4 license is an employment requirement for most permanent positions within Kardel. There are also positions that require a Class 5 license. Overnight positions do not hold either requirement.

Staff members are required to notify their Manager if they lose their license, receive a driving violation, conviction or accident and forward details within 15 days. All staff members must submit a driver's abstract annually. Infractions noted either by disclosure or on the driver's abstract would be brought to the attention of the DQPA and DHR for a decision on the relevance and seriousness of the infraction and whether the person is suitable to transport individuals supported by CLBC. Driver's abstracts must be submitted annually. Reports of violations, convictions or accidents will be kept in confidence by the DPQA and DHR.

5.A. 6: Traffic Violations, Accidents and Fines

Traffic violations, unauthorized and/or careless use of any Kardel owned/leased vehicles are grounds for disciplinary action up to and including termination of employment.

All vehicle violations committed while operating a company vehicle, or any other vehicle where people supported are passengers must be reported immediately to the program manager. The Vehicle and Property Incident Report form must be completed and submitted to the manager. An incident report for Community Care Licensed Facilities must be completed when there is injury to the person supported.

Employees are responsible for completing the Van Log prior to each trip. This maintains a record of the operator of a vehicle owned by the company during any trip.

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Any fines resulting from violations of the Motor Vehicle Act, city by-laws (e.g. parking violations) or any other legislation, will be the responsibility of the employee operating the company vehicle at the time of the violation. The employer requires employees to take responsibility for challenging and/or paying fines issued to a vehicle in their charge.

Employees who do not demonstrate the requisite degree of care and attention while operating a vehicle for Kardel may, in addition to the discipline referred to above, be required to repeat their Class IV certification, as determined by the Office of the Superintendent of Motor Vehicles. The employee may be deemed unavailable for work until evidence of fitness to operate a motor vehicle or re-certification is submitted. The Motor Vehicles Branch re-certification costs will be reimbursed as per the requirements of the collective agreement.

In the event of a collision, where the combined damage exceeds \$1,000.00 or when there is an injury, the motor vehicle accident must be reported to the Police. The vehicle should be taken to ICBC for an estimate.

5.A. 7: Van Maintenance

Kardel has accounts with firms that provide all the van maintenance. Any "non-routine" maintenance will be pre-advised to Finance and Administration directly by these firms e.g. major transmission work/replacement. Staff members should also submit the invoices to Kardel office (Finance) in case they are not forwarded from the businesses involved. Vehicles under warranty must be maintained and serviced by authorized dealers. The managers must keep copies of all service orders in an orderly fashion.

5.A. 8: Vehicle Safety Equipment and Information

All Kardel vans are required to have the following safety equipment: Basic First Aid Kit including scissors (able to cut seatbelts), Reflectors, Flashlight with operating batteries, Flags/flares and emergency warning triangles, and Basic Earthquake Supplies i.e. food, water, blanket, garbage bags. Fire Departments have advised against carrying fire extinguishers in vehicles as they can pose a health and safety risk on a very hot day or with very high heat levels. A copy of ICBC Driving Commercial Vehicles: A guide for professional drivers is available.

All vans have a Van Logbook that contains records and information required to be kept in the vehicle (mileage sheets, sign off of pre-trip inspections, what to do in case of an accident). Vehicles should also have a copy of the Emergency Grab Book that includes all required information excluding person served records.

5.A. 9: Operation of Lifts on Wheelchair Accessible Vans.

Employees operating a lift on the wheelchair vans are required to do so in a safe manner following the procedure as outlined in the manual and the following general safety rules:

- New employees receive a demonstration before operating lifts independently;
- Keep the operator, bystanders and rider clear of all moving parts;
- Load and unload only in a level area;

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- Avoid unloading into traffic;
- Ensure the emergency brake on the vehicle is properly and securely in place before using the lift;
- Inspect the lift before using it if you suspect damage or improper maintenance, report problems to manager immediately;
- Do not overload the lift and use only as prescribed in the manual;
- Make sure the wheelchair has its brakes and belts secured when the occupant is riding the lift;
- Do not remove any guards or covers
- The person operating the lift must wear proper footwear as outlined by WorkSafe BC: heels and toes covered and non-skid shoes

Lift operator may determine if it is safe to accompany the rider on the lift if safe to do so, staff stand outside of the belt and position themselves to a safe/stable position prior to raising/lowering the lift. Do not rest feet on ledge of lift platform. When lift is fully up/down, disengage belt. Release wheelchair brakes; push the chair into vehicle or off platform.

5.A. 9 a) When the lift fails: Emergency

A situation may arise when a person is in the van and the lift fails. There is a manual pump in the lift mechanism-emergency release. Bleed the system first and then operate the hand pump.

If this fails, phone Medi-van Canada Inc. and inform them that you have an emergency situation. Though there may be some wait time, staff members said they would respond to this type of situation and remove the person from the vehicle.

5.A. 10: Emergency Wheelchair Accessible Vans

In an emergency it may be necessary to locate a van that is able to accommodate wheelchairs. First attempt to contact the other homes operated by Kardel. In an emergency contact Handidart or Cab Car companies with wheelchair accessible vans.

5.A. 11: Van: Securement Straps

Straps and belts should be kept off the floor in closed containers that are secured to the floor. As needed, take out the straps/belts and secure them to the floor tracking. Visually inspect straps and tracking and report any malfunction or observation of wear/damage to the manager immediately. Do not transport individuals if securement straps or tracking is damaged. Do not wheel the chairs over straps and belts on the floor.

Put brakes on the wheelchair.

Secure front securement straps (QStraints/tie downs) first to the solid part of the frame of the chair with straps at a 45-degree angle. Keep the front brakes of the chair on until the front straps are tightened almost all the way; not really tight.

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Secure the rear securement straps (QStraints/ tie down ratchets) to the solid part of the frame from at a 45° angle. Ensure the straps are not twisted.

For Ratchet System: Secure the ratchet hook to the wheelchair, pull the end of the strap loosely and crank the ratchet so that two turns of strapping wind around the spool. If the strap is too loose prior to tightening with the ratchet, it will jam. Over tightening may result in damage to the wheelchair. Tightening the rear straps will create enough tension on the front straps. The ratchet handle must be fully closed and locked. Do not cross the straps.

Apply the lap belt (shoulder restraint if the vehicle is equipped). Secure the lap belt over the pelvic area of the passenger at a 45 degree angle. Shoulder restraint is to be secured over the hip bone area. Lap and/or shoulder restraints must not rest on the wheelchair but be positioned securely to the person.

Release the brakes of the wheelchair. The brakes of the wheelchair must be off while the van is in transport so they don't pull against the force of the secured straps.

After the chair is secured, it should feel stable and not move when it is pushed or pulled. Check each chair.

The recommended loading sequence for boarding people in wheelchairs in a standard one-ton van is as follows:

- With the back door open, facing the front, first secure the wheelchair in the front left hand position; second, the front right hand position; third, the back left hand position; fourth, the back right hand position.
- Ensure the floor space is kept clean. Put securement straps away after each trip. Clean as needed after trip/vacuum tracking as required (weekly)

In the event of accident or injury a driver may be considered negligent if this approved secured procedure has not been used. All staff must be familiar with and adhere to this procedure and are expected to assist with loading/unloading. Staff may also refer to manufacturer's guide. Exceptions to this procedure must be clearly stipulated in a care plan and all staff members must be trained in the alternate procedure. The OH&S Group needs copies of the exceptional procedures for approval. This procedure will be posted/available to staff as a quick reference guide in vehicles equipped with securement systems.

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<i>Reviewed:</i>	<i>July 2009, July 2012, May 2013</i>
<i>Reference:</i>	<i>Custom Transit Driver's Manual</i>

5.A. 12: Gas in Vans

Vans are to be fueled with regular gasoline only. Premium grades of gas are not necessary. Credit cards are set up for each home for CO-OP and Save on stations and staff fill up as required, ensuring there is adequate gas for the next staff using the vans (1/4 tank). All gas purchases occur using a CO-OP credit card at CO-OP or Save-On-Gas. The CO-OP card has the membership number as well as the name of the individual home/program.

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5.A. 13: Van Lift System Repairs

All programs, with the exception of Lakes Road, are to direct any van lift repairs and maintenance to Island Fleet 250 479-4659. Kardel has an account with this Company, and any charges are to be billed to Kardel.

5.A. 14: Parking Permits for People with Disabilities

The Disability Resource Centre renews parking permits to Kardel Homes each year. The fee for replacing the permits will be paid by the Kardel office. To get the new placards managers are required to return the old placards to the office.

5.A. 15: Individual Support Network: Driving the vehicle of a person supported

Staff members with the Individual Support Network may be requested to drive the vehicle of the person they support. The vehicle, both modified and not modified, would be under the ownership of the person supported or their family/home share provider. ICBC has specific rules regarding the need for Class 4 or class 5; check with the Director of Human Resources to determine if a Class 4 is required.

As part of due diligence, Kardel requests a driver's abstract annually. Driver's abstracts must be submitted annually.

5.A. 16: Using Public Transportation

A guiding principle for Kardel's services is to use generic community services whenever possible and practical. The greater Victoria region has worked towards improved access on City buses with wheelchair accessible low floor buses. Almost all of the buses are low floor and do not have stairs. If the person supported uses a wheelchair or has a HandyPASS, the staff member attending travels free. A free orientation for accessing low floor buses is available through BC Transit. Additional information is available through www.accessvictoria.ca. When a person is travelling with a staff member, the staff member assumes responsibility for securing the chair. If staff members are unsure of safe securing process, ask the bus driver for assistance. The responsibility of staff members is to:

- Ensure the bus stop is accessible
- Ensure that the chair is in most upright position possible
- Ensure that the chair has the properly secured; if no tie straps, then secure to a point on the frame (not the wheel)
- Bring the chair onto the bus
- Take the chair off the bus
- Remove any flags or bags that might be a hazard
- Pay the correct fare; staff members rides for free
- Secure the chair; if unsure asks the driver for help; it should take no longer than 2 minutes to secure the chair.

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The driver's responsibility includes:

- Ask the passengers to vacate the accessible area
- Ensure that the chair is secured properly before moving the bus. This might include securing the mobility aid if the attendant is unsure
- Ensure that the mobility aid can be off loaded at an appropriate place in the zone
- Provide a safe ride.

<i>Policy:</i>	<i>Vehicles and Transportation</i>
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<i>Reference:</i>	<i>www.accessvictoria.ca; low floor buses; frequently asked questions; B.C. Transit Safety Department 250 385-2551 Ext. 204</i>