

## Transportation #2

### *Transporting Clients*

or

*"I told them to stay in their seats..."*

For additional information, including assistance in implementing any of these guidelines, please contact your regional Risk Control Specialist or the NCACC Risk Management Pools. We will be glad to assist you.

#### Risk Control Specialists

East—Gerald Honeyblue  
Ph. 919.719.1153  
gerald.honeyblue@ncacc.org

Central—Stuart Darden  
Ph. 919.719.1152  
stuart.darden@ncacc.org

West—Craig Sappenfield  
Ph. 919.719.1151  
craig.sappenfield@ncacc.org

### NCACC Risk Control

215 N. Dawson Street  
Raleigh, NC 27603

Ph. 919.719.1100

Fax 919.719.1101

rmp@ncacc.org

As a driver of a vehicle that transports clients, you have responsibility for keeping your clients safe AND for keeping your self safe. Both are equally important and they often overlap.



#### **Loading and Unloading**

- Ask passengers to use handrails when getting on and off of the van
- Use a wide-based stable stool to help reach high steps.
- Help steady passengers getting on and off of the van, but do not lift them.
- Use a wheelchair lift for clients who are in wheelchairs.
- Be sure that steps into vans are dry and free of ice or snow.
- Coach passengers to take one step at a time, with their foot securely on one step before moving on to the next.
- Wear shoes with slip-resistant soles so that you are better prepared for slick spots, rain or snow.
- Coach passengers to help one another on and off of vans, by holding a hand, offering an arm, waiting for friends, etc.
- Turn the engine off and put on the emergency brake before leaving your driver's seat to assist a client. You may even want to take the keys out of the ignition.

#### **Riding**

- Make sure that all passengers and you are secured in seat belts before moving the van.
- Require that passengers keep book bags, purses, etc. out of aisles and off of the floor.
- Do not permit passengers to hang out of windows or throw things out of windows.
- Be sure that wheelchairs are firmly secured before moving the van.
- Position an inside mirror so that you can glance at your passengers without turning around.
- Be sure that all doors are tightly closed before moving the van.