



HANDI-VAN PROGRAM AND SERVICE POLICY PROCEDURES

OVERVIEW:

This Policy is to ensure the provision of flexible and supportive transportation for mobility disadvantaged persons and to set rates for medical/non-medical services for the Whitemouth Handi-Van.

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**RURAL MUNICIPALITY OF WHITEMOUTH
HANDI-VAN
PROGRAM AND SERVICE POLICY MANUAL**

TABLE OF CONTENTS

1. Philosophy and Goals.....	2
2. Eligibility for Usage	2
3. Specific Services.....	3
4. Booking Procedure	5
5. Cancellation of Trips	6
6. Service Area	6
7. Hours of Operation	6
8. Rates	7
9. Receipt of Payment.....	7
10. Operator Responsibilities	7
11. Safe Handi-Van Operation	9
12. Scheduling of Trips	10
13. Treatment of Clients	11
14. Safety and Security.....	14
15. Emergency Procedures	17
16. Evacuation Procedures	19
17. Driver Qualifications	20

1. Philosophy and Goals

1.1 The main goal of the Handi-Van service is to provide flexible and supportive transportation for mobility disadvantaged persons. This service shall be provided in a courteous and helpful manner which promotes each Client's dignity, integrity, and independence.

1.2 Safe, reliable and courteous transportation shall be accomplished by:

1.2.1 Providing necessary assistance to Clients from the point of pick-up to the point of destination.

1.2.2 Ensuring that the Handi-Van is maintained according to industry safety standards.

1.2.3 Being flexible and helpful in arranging transportation services for Clients.

1.2.4 Fostering and maintaining an attitude of respect for all Clients with Handi-Van staff.

1.2.5 Striving to meet the Clients' needs as these needs relate to transportation.

1.2.6 Adhering as closely as possible to the scheduled times for Client pick-up and drop-off.

2. Eligibility for Usage

2.1 Handi-Van services will be provided on an equitable basis to persons with mobility disadvantages.

2.2 A person with a mobility disadvantage is defined as an individual, who by reason of illness, injury, age, congenital malfunction, or any other permanent or temporary incapacity or disability without special facility or special planning or design.

2.3 Persons that qualify for transport by Handi-Van are those that:

2.3.1 Use a wheelchair or mobility aide (walker, cane) regardless of age.

2.3.2 Are visually impaired to the extent that they cannot operate a motor Handi-Van.

2.3.3 Are hearing impaired to the extent that they cannot operate a motor Handi-Van.

2.3.4 Have lost their driver's license due to a medical problem (i.e. seizures, etc.).

2.3.5 Are 55 years of age or older.

2.3.6 Have a physical impairment which prevents them from operating a motor Handi-Van, either on a temporary or permanent basis.

2.3.7 Have a mental impairment which prevents them from operating a motor Handi-Van, either on a temporary or permanent basis.

2.4 Persons that do not qualify for transport by Handi-Van are those that:

2.4.1 Have lost their driver's license for reason of a driving infraction.

2.4.2 Do not own a car, unless they meet one of the above criteria.

2.4.3 Have experienced mechanical difficulties with their personal Handi-Van.

2.5 Eligibility will be determined at the time a Client requests service. If in doubt about eligibility, drivers will consult with the office staff.

3. Specific Services

3.1 Client transports fall into a number of categories based on the type of service required and the needs of the Client.

3.1.2 Interlake Eastern Regional Health Authority Adult Day Program.

3.1.2.1 The Adult Day Program will be scheduled based upon specific information from the program facilitators. This program will be given priority over all other transport activities.

3.1.2.2 Drivers shall pick up Clients and transport them to the programs at the time requested by the facilitators. Return transportation to transport Client's home shall be arranged at the time requested by the facilitator.

3.1.2.3 In the event of a Handi-Van break-down Adult Day Program transportation may have to be limited or cancelled for a short period of time. If this occurs, the Handi-Van Driver shall make every effort to provide ample notice to the program facilitators.

3.2 Contracts for Services

3.2.1 The contract will be honored as per the terms outlined within the contract. When contracts are entered into, all aspects of service delivery will be considered to ensure that all Clients receive fair and equitable services.

3.3 Charters

3.3.1 Community groups may charter a Handi-Van for specific trips both within the RM of Whitemouth and outside the RM of Whitemouth. Suitability of the charter shall be determined by the Chief Administrative Officer in consultation with the Handi-Van Committee.

3.3.2 Charters will be arranged as scheduling permits. Other trips will not be cancelled or rescheduled to allow for a charter trip.

3.4 Inter-facility Patient Transportation

3.4.1 Any patient who is being transferred from one health facility to another or who is receiving treatment in another facility or

clinic must be stable in nature. Under no circumstances will a non-stable patient receive transport via the Handi-Van.

3.4.2 Transports of this nature will be arranged on an “as available” basis.

4. Booking Procedure

4.1 With the exception of the Adult Day Programs the Handi-Van service is available as required on a first come first serve basis. A booking of the service is required to provide for the most efficient use of resources and to ensure, as often as possible, that we meet the needs of all Clients.

4.2 Clients will be required to book the Handi-Van by contacting the Rural Municipality of Whitemouth Administration Office at 204-348-2221. Clients must provide the following information:

4.2.1 Date of service required.

4.2.2 Nature of trip (charter, medical appointment, etc).

4.2.3 Pickup location.

4.2.4 Destination.

4.2.5 Call back number.

4.3 The Driver will contact the Client to confirm the requested transport. Clients are required to book transports at least 24 hours in advance. Charters must be booked least one week in advance.

5. Cancellation of Trips

5.1 It is required that if a Client has booked a trip but no longer requires the transport, that the Client provide notification, within a reasonable time, to the Handi-Van Driver that they no longer require that service. If notification is not given, the Client will be billed for the trip.

5.2 If transportation service must be cancelled by the Handi-Van staff due to dangerous road conditions, high wind chill, or a mechanical breakdown, the Handi-Van Driver will make every effort to provide as much notice as possible.

6. Service Area

6.1 The area of operation is defined within this manual to meet the needs of the Clients of the Rural Municipality of Whitemouth and surrounding areas.

7. Hours of Operation

7.1 The Handi-Van Service is available when qualified drivers have been confirmed.

7.2 The Handi-Van is booked for the Interlake Eastern Regional Health Authority Adult Day Program every Monday and Thursday, excepting Statutory Holidays, from 8:00 am to 5:00 pm.

7.3 Transportation on weekends, evenings and statutory holidays shall be provided based on Driver and Handi-Van availability.

8. Rates

8.1 The rate structure is as follows:

Medical Appointments/Adult Day Program	\$50.00 includes 1 kilometer
Non-Medical	\$150.00 plus kilometers
Kilometers	\$0.75 per kilometer
Driver Wait Time	\$20.00 per hour

8.2 Rates will be charged according to the distances traveled as per the odometer reading.

8.3 All fares are subject to change, without notice.

9. Receipt of Payment for Services

9.1 Interlake Eastern Regional Health Authority Adult Day Program, and other Clients will be invoiced monthly.

10. Driver Responsibilities

10.1 The Driver of the Handi-Van Service is responsible for

the safety of the Clients and the Handi-Van. This includes all aspects of the operation: specifically, loading and unloading Clients, and operating the Handi-Van.

10.2 The Driver's will:

10.2.1 Not exceed the capacity of the Handi-Van.

10.2.2 Operate defensively and safely, never taking unwarranted risks.

10.2.3 Ensure the Client's ride is smooth and comfortable.

10.2.4 Report any malfunctions of the Handi-Van to the R.M. of Whitemouth Municipal Office.

10.2.5 Not take any unnecessary risks on winter roads, if road conditions are questionable

10.2.6 Assist Clients from the door where they are picked up to the door of their destination.

10.2.7 Provide assistance if the Client wishes to ambulate independently.

10.2.8 Respect the Client's dignity and need for independence at all times.

10.2.9 Ensure that Clients' seat belts are secured prior on all trips unless the Client carries a physician's written order that she/he not use a seat belt.

10.2.10 Ensure that any loose items are secured in the Handi-Van while travelling.

10.2.11 Use the approved devices provided to secure any wheelchair while travelling.

10.2.12 Ensure that Clients can gain access to their destination. If access is not available, they shall be transported to a pre-determined alternate location.

- 10.2.13 Use discretion to refuse transport to or remove Clients whose behavior is endangering the safety of others.
- 10.2.14 Thoroughly clean, at the end of each day, the entire Handi-Van which includes washing the exterior if required, sweeping the floor, and removing all waste and rubbish.
- 10.2.15 Ensure there is no smoking on the Handi-Van.
- 10.2.16 Ensure there are no alcoholic beverages being consumed on the Handi-Van.
- 10.2.17 Complete the following forms.
 - 10.2.17.1 Driver daily trip record (Client name, destination, etc.).
 - 10.2.17.2 Daily Handi-Van Log (gas, oil, etc.).
 - 10.2.17.3 Incident Reports (if required).

11. Safe Handi-Van Operation

- 11.1 Drivers, in the course of operating the Handi-Van, must ensure that they adhere to all highway traffic regulations. They must operate the Handi-Van in such a way to ensure the safety of the Client(s) and the Handi-Van.
- 11.2 Driver's will:
 - 11.2.1 Perform a visual walk around to check tires and running lights. Driver must be satisfied that the Handi-Van is in safe operating condition;
 - 11.2.2 Ensure that all doors are properly secured before operating the Handi-Van.
 - 11.2.3 Use headlights at all times.
 - 11.2.4 Conform to all traffic regulations.
 - 11.2.5 Engage hazard flashers and then come to a complete stop at all uncontrolled railway crossings.

- 11.2.6 Check to the right and the left before proceeding through intersections. Rolling stops at stop signs shall not be acceptable.
- 11.2.7 Be aware that a “blind spot” exists on the right-hand side of the Handi-Van.
- 11.2.8 Discourage Driver Client conversation while driving.
- 11.2.9 During cold weather, keep steps and floor free of ice and/or snow.
- 11.2.10 Not allow passengers to have arms, hands, etc., outside windows.
- 11.2.11 Ensure that all mechanical problems are repaired immediately.
- 11.2.12 Lock Handi-Van when it is not in use.
- 11.2.13 Ensure that all car seats are fastened down and secured.
- 11.2.14 Plug in Handi-Van when the temperature is 10 degrees below Celsius or colder, if the Handi-Van is stored outdoors.

12. Scheduling of Trips

- 12.1 Transports will be pre-arranged or booked in advance as required and as available.
- 12.2 Staff shall schedule trips in the Handi-Van Booking Scheduler according to the following priorities:
 - 12.2.1 Interlake Eastern Regional Health Authority Adult Day Program and established contracts will have priority over all transports.
 - 12.2.2 Medical appointments.

12.2.3 Non-medical appointments.

13. Treatment of Clients

13.1 The Driver of the Handi-Van Service will treat all Clients with respect, and will communicate with each Client in a manner which recognizes the Client's own special needs.

13.2 In providing service to Clients in wheelchairs the Driver shall:

13.2.1 Lean over or squat down so that the Client in the wheelchair is eye-to-eye with the Driver and speak directly to the Client.

13.2.2 Explain what needs to be done before the Client's wheelchair is moved.

13.2.3 Always engage the brakes on a wheelchair when the wheelchair is stationary.

13.2.4 When a Client in a wheelchair is accompanied by an escort, discuss details of the trip with the Client, not the escort; the escort is there to assist the passenger, not to communicate for the Client.

13.2.5 Use established hydraulic lift procedure.

13.2.6 Secure seat belts.

13.2.7 Secure all chains.

13.3 In providing service to Clients with visual impairment the Driver shall:

13.3.1 If the Client does not have an escort, assist the Client on and off of the Handi-Van via the passenger door. The Driver shall place his/her arm firmly around the Client's arm and guide the Client.

13.3.2 Explain any impediments before the Client reaches them.

13.3.3 Speak to the Client in a clear voice at a normal tone.

13.3.4 Request that the Client does up their seat belt,
and assist if necessary.

13.4 In providing service to Clients with hearing impairments the
Driver shall:

13.4.1 Speak in a clear voice at a normal volume. The Client
may be able to lip read so the Driver shall look directly
into the Client's faces as the Driver speak.

13.4.2 Repeat the communication if the Client requests it.

13.4.3 Be prepared to write the communication on paper if the
Client is totally deaf and unable to lip read.

13.4.4 Ensure that the Client has all the information that they
they may need.

13.4.5 Request that the Client do up their seat belt, and assist if
required.

13.5 In providing service to Clients with mobility disadvantages the
Driver shall:

13.5.1 Ask the Client if they requires any assistance. Trying to
help a Client using a cane or walker by holding their arm
may impede their balance.

13.5.2 Assist as required.

13.5.3 If a Client enters through the passenger door, stand to
the right of the door and be ready to assist.

13.5.4 If a Client enters via the hydraulic wheelchair lift, use the
approved procedure.

13.5.5 Request that the Client do up their seat belt, and assist if
required.

13.5.6 All Clients using a walker or mobility aid must be loaded via the lift. If the Client uses a cane, the lift can be used at the Client's discretion.

13.6 In providing service to persons who are mentally challenged the Driver shall:

13.6.1 Speak clearly to the Client in a normal voice volume.

13.6.2 Assist each Client according to their physical ability.

13.6.3 Encourage each Client to be as independent as possible.

13.6.4 Request that the Client do up their seat belt, and assist if necessary.

13.6.5 Address behavioral problems.

13.7 In general, Driver's shall:

13.7.1 Address all Clients by Miss, Mr., or Mrs. unless they ask to be call by their first name.

13.7.2 Never label any Client by their disability.

13.7.3 Not shout or use very loud voice as this may be disturbing to a person who is hearing impaired. Clear, properly paced speaking is best.

13.7.4 Never speak "over" a Client to their escort. Communicate directly with the Client.

13.7.5 Never provide unwanted assistance. Each Client shall determine the extent of help that they require.

13.7.6 Always approach, assist, and communicate with Clients in a courteous and respectful manner.

14. Safety and Security

14.1 Handi-Van Drivers shall operate the Handi-Van in the safest manner possible. Every effort shall be made by the Drivers to safeguard Clients and escorts from injury or mishap. Any potential safety problem shall be immediately reported by the Driver and corrected by the municipality.

14.2 Battery Operated Scooter

14.2.1 Because there is no safe way to secure a scooter within a Handi-Van, scooters cannot be transported. A "scooter" is defined as a battery-operated mobility aide with tires of 12 inches or less in diameter, a pedestal seat. Electric wheelchairs are allowed on the Handi-Van if they can be secured utilizing the approved wheelchair restraint system.

14.3 Hydraulic Lift Safety Procedures for Clients in Wheelchairs

14.3.1 The Driver shall ensure that the lift door is secured in the open position.

14.3.2 The Driver shall check for obstructions or impediments.

14.3.3 The Driver shall lower the lift until the lift platform rests on the ground.

14.3.4 The Driver shall push the wheelchair and the Client onto the platform, so that wheelchair faces away from the Handi-Van.

14.3.5 The Driver shall engage the wheelchair brakes.

14.3.6 The Driver shall connect the safety belt on the lift.

14.3.7 The Driver shall remain on the platform while operating the lift only if space allows both the Driver and the Client to ride safely. The Driver shall always stand to the rear of the wheelchair facing away from the Handi-Van.

14.3.8 Only the Driver shall operate the lift.

14.3.9 The Driver shall disengage the brakes carefully, pull the wheelchair into the van, and secure the wheelchair system.

14.3.10 To disembark the wheelchair and the Client, reverse this procedure.

14.4 Hydraulic Lift Safety Procedures for Clients Using A Walking Aid (Cane or Walker):

14.4.1 The Driver shall ensure that the lift door is secured in the open position.

14.4.2 The Driver shall check for obstructions or impediments.

14.4.3 The Driver shall lower the lift until the lift platform rests on the ground.

14.4.4 The Driver shall assist the Client onto the platform if necessary.

14.4.5 The Driver shall connect the safety belt on the lift.

14.4.6 The Driver shall ensure that the Client is prepared for lift elevation by asking the Client clearly and directly.

14.4.7 The Driver, while operating the lift, shall remain on the platform with the Client only if the Client requires assistance.

14.4.8 The Driver shall stand safely behind or beside the Client if they are both on the platform.

14.4.9 Otherwise, the Driver shall stand safely to the control side of the platform and hold the Client's arm securely.

14.4.10 Only the Driver shall operate the lift.

14.4.11 The Driver shall stand by while the passenger proceeds from the lift platform into the van.

14.4.12 The Driver shall never leave a passenger standing on the elevated lift platform unattended.

14.4.13 To disembark the Client, reverse this procedure.

14.5 To safe guard passengers within the Handi-Van the Driver shall:

14.5.1 Always leave the other wheelchair Clients secure within the Handi-Van until the Driver is ready to assist the Clients on the lift.

14.5.2 Assist any confused passenger off the Handi-Van before leaving the lift in the open position.

14.5.3 Not leave any Client unattended on the Handi-Van that may inadvertently fall out of the open/extended lift while assisting another Client off of the Handi-Van.

14.5.4 Always assist Clients first who exit via the side door.

14.5.5 Assist wheelchair passengers and those who use the lift second.

14.5.6 Not detach any restraints until the Driver is ready to remove that wheelchair Client from the Handi-Van.

14.5.7 Ensure that all Clients are secured with seat belts.

14.5.8 Always secure wheelchairs (whether a Client is sitting in the wheelchair or not).

14.5.9 Ensure that any heavy items are secured properly in the Handi-Van.

14.5.10 Assist unstable Clients within the Handi-Van to prevent falls.

14.5.11 Remind Clients to watch for the steps as they enter and disembark from the Handi-Van.

14.5.12 Keep the Handi-Van interior neat and clean, and the floor and steps free of ice and debris.

15. Emergency Procedures

15.1 The Driver shall make every effort to ensure the safety and well-being of Clients and escorts.

15.2 If a Handi-Van is involved in a motor vehicle accident the Driver shall:

15.2.1 Check on the well-being of the Clients in the Handi-Van.

15.2.2 If the Clients are injured, as a result of the accident, call for an ambulance immediately.

15.2.3 Provide necessary first aid while awaiting the ambulance.

15.2.4 If the Handi-Van is unsafe as a result of the accident, remove any Clients to a safe distance from the Handi-Van.

15.2.5 Report the accident to the RM of Whitemouth Municipal office by phone as time permits.

15.2.6 Complete a thorough written report upon return and forward it to the R.M. of Whitemouth Municipal office as soon as possible.

15.2.7 If a second vehicle is involved, document the vehicle license number and the driver's name and license.

15.2.8 Report the accident to the local police department and the Manitoba Public Insurance as soon as possible.

15.2.9 If minimal damage has occurred to the Handi-Van, and it is safe to drive, return any uninjured Clients to their destination.

15.2.10 Report any accident, no matter how minor must be reported to the R.M. of Whitemouth Municipal Office immediately.

15.3 In the event of smoke or fire in the Handi-Van, the Driver shall:

15.3.1 Evacuate all Clients and escorts in a quick but safe and effective method.

15.3.2 Call the fire department.

15.3.3 Extinguish, if safe to do so.

15.3.4 Remain with the Clients until help arrives.

15.3.5 Ensure that the fire extinguishers are up to standards and working properly.

15.4 If a Medical Emergency occurs on the Handi-Van the Driver shall:

15.4.1 Assess the situation.

15.4.2 If the Client is experiencing breathing problems, pain, or is unable to ambulate normally, call the ambulance immediately.

15.4.3 If the situation is non-serious, return the Client to their home or to the Emergency Department at the hospital according to the Client's wishes.

15.4.4 If unsure as to the severity of the medical emergency, contact the ambulance immediately.

15.4.5 Report to the R.M. of Whitemouth Municipal office regarding the nature of the situation as soon as possible.

16. Evacuation Procedures

16.1 In the event of an emergency situation in which it is unsafe to remain on the Handi-Van due to smoke, fire, etc., the Driver shall remove the Client(s) to a safe distance from the Handi-Van according to the following guidelines:

16.1.1 Use the fastest route of exit to evacuate the Client(s)

depending upon Client mobility and the urgency of the situation.

16.1.2 Evacuate mobile Clients first and Clients unable to walk second. Keep Clients together outside the Handi-Van and prepare to lead the Clients to a safe distance.

16.1.3 Remove the Client(s) to a safe distance of at least 100 yards from the Handi-Van.

16.1.4 Request help utilizing the radio or cellular telephone.

16.1.5 Routes of **EXIT** are:

16.1.5.1 **PASSENGER DOOR** – The Driver shall assist passengers out as quickly as possible.

16.1.5.2 **EMERGENCY REAR EXIT** – The Driver shall assist or ask Clients to sit on Handi-Van floor at the open door and slide them out to the ground.

16.1.5.3 **EVACUATION WINDOWS** – use only if absolutely necessary. The Driver shall assist Clients out the windows as quickly as possible.

17. Driver Qualifications

17.1 The Driver of the Handi-Van must meet or exceed the following set of requirements as a condition of employment.

17.1.1 The Driver must be 18 years of age or older.

17.1.2 The Driver must possess a valid Province of Manitoba Class "4" Driver's License with less than 6 demerits.

17.1.3 The Driver must submit a current Criminal Record Check.