

Client Safety Transportation Guidelines

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To: All Interested Parties

From: Kathy Kunkel, Deputy Director

Developmental Disabilities Supports Division - Signature on File

Subject: Client Transportation Safety

I. Introduction and Purpose

These guidelines are to establish recommended practices for training employees and independent contractors in agencies that provide transportation to individuals served on the Developmental Disabilities Waiver.

II. Scope of These Guidelines

Each provider of services who, in the course of service delivery, provides transportation to individuals, if that agency receives funding from the Department of Health, Developmental Disabilities Supports Division. Those receiving Mi Via Waiver services may opt to utilize these guidelines to assist them when seeking transportation vendors.

III. Definitions

Individual: is the person receiving services through DD Waiver funding.

Employee or independent contractor (applies to both provider employees and independent contractors): anyone driving an individual who is receiving DD Waiver services and is being paid for this service to include mileage reimbursement for their own vehicle.

IV. Recommended Practice

The agency should establish and enforce written policies, procedures and driver qualifications for training employees and independent contractors who operate motor vehicles to transport individuals.

Any employee or independent contractor who drives a motor vehicle for use in transportation of individuals should complete:

1. a training program in the operation of a motor vehicle to transport individuals
2. a training program in passenger transportation assistance
3. annual defensive driving course/certificate
4. background check conducted annually to review for DUI, moving violations, etc.

Operation of a Motor Vehicle Used to Transport Individuals

1. The program of training in the operation of a motor vehicle should include at a minimum:
 - a. a review of the New Mexico regulations governing the operation of motor vehicles to include but not limited to: cell use, seatbelt safety, and minimum insurance requirements.
 - b. Identification of safe locations for boarding and disembarking passengers to enter or exit the vehicle.
 - c. Hands on practice in the operation of each type of vehicle provided by the agency under the direction of an instructor designated by the agency.
 - d. Instruction in appropriate responses to hazardous weather or other adverse driving conditions.
 - e. Instruction in pre-trip safety inspection and identification of unsafe vehicle conditions provided by the agency.
 - f. Instruction in safe procedures for fueling and maintaining vehicles provided by the agency, including maintenance of a basic first aid kit.
 - g. Instruction in procedures for responding to emergencies including but not limited to accidents.
 - h. Instruction in keeping records of vehicle operation and maintenance of vehicles provided by the agency.
 - i. Ability for agency employees to maintain communication with the provider agency during times of transport.
 - j. Instruction on the agency's policy on smoking/alcohol use/drug use when transporting individuals.
 - k. Instruction on inspecting various wheelchair lifts, associated locking mechanisms and that other equipment are in safe working order for agency vehicles.
 - l. Instruction and hands on practice in the operation of wheelchair lock-downs/tie-downs and safety under the direction of an instructor designated by the agency for agency vehicles.
2. Method for determining and documenting successful completion of training course(s) including an annual review.

V. Applicability

Agencies providing services with funding in whole or part by DDSD; including the NM Family Infant Toddler Program and the Medicaid Waiver Programs.