

**GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER
REVIEW AND ENDORSEMENT CERTIFICATION**

The signatories on this document acknowledge that they have reviewed and approved the following:

Policies and Procedure


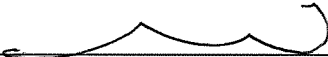
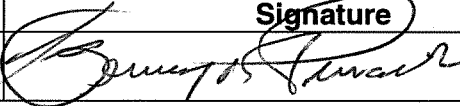
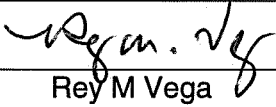
Submitted by: Health and Safety

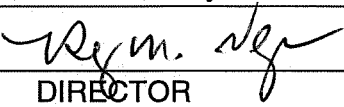
Protocol/Form

Policy No: AD-HS-14

Bylaws

Title: Consumer Transportation Policy

Reviewed/Endorsed Title	Date	Signature
	6/2/17	
Name Title		Alfred Garrido Health and Safety officer
Reviewed/Endorsed Title	Date	Signature
	6-01-17	
Name Title		Edward Palacios Facility Operations Officer
Reviewed/Endorsed Title	Date	Signature
	6/1/2017	
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Reviewed/Endorsed Title	Date	Signature
	JUN 02 2017	
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GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER		
TITLE: Consumer Transportation Policy	POLICY NO: AD-HS-14	Page 1 of 3
RESPONSIBILITY: Health and Safety		
APPROVED BY:  DIRECTOR	EFFECTIVE: JUN 02 2017	
	LAST REVIEWED/REVISED:	

PURPOSE:

- A. To provide Guam Behavioral Health and Wellness Center (GBHWC) policy and procedure regarding the safe transportation of consumers.
- B. To ensure that transportation of consumers involves as little risk as possible to all individuals.

POLICY

- A. All employees operating a GBHWC vehicle shall comply with Government of Guam and Federal Regulations governing the operation of such vehicle (Reference: Memorandum: Policy on the use of government vehicles for official business).
- B. Staff required to operate GBHWC vehicles shall receive and be thoroughly instructed on all GBHWC vehicle policies and procedures, (AD-02 GBHWC Vehicle Usage Policy) including how to complete the GBHWC Motor Vehicle Trip Ticket Form (F-AD-HS-14).
- C. All GBHWC vehicles shall contain first aid supplies, fire suppression equipment, written procedures for handling emergencies, communication devices, and appropriate documentation of insurance.
- D. When transporting consumers in GBHWC vehicles safety is paramount and will be managed through the implementation of effective risk management processes which are designed to prioritize safety and to prevent injury wherever possible.
 - 1. All passengers must utilize all safety restraints and must be seated appropriately in vehicle required by Guam law. No Consumer should sit in front seats of vehicle.
 - 2. Whenever employees are uncertain that transporting a consumer in a specific instance is safe and/or appropriate, they are to consult their supervisor prior to providing transportation.
 - 3. Prior to departure and upon arrival to the destination, the driver must "CALL IN" to inform the Guards or Supervisor and report their departing location, destination and arrival to destination.
 - 4. An approved form of communication must always be carried by driver and KEPT ON at all times while with consumers. (Ex. Radio or Iconnect cell phones; in case of a dead battery personal cell phones may also be used if agreed upon and cell numbers provided to Guards and /or Supervisors).
- E. GBHWC Motor Vehicle Trip Ticket Form (F-AD-HS-14) must be completely filled out each day/shift or whenever drivers are switched. Trip ticket shall be kept as a record of the sections records for evaluations/audits as necessary and be readily available for Facility Operations review.

RESPONSIBILITIES:

Facility Operations Supervisor

1. Shall perform continuous preventive maintenance program for all vehicles to fulfill the need for safe operation of vehicles.
2. Shall evaluate and perform audits of trip tickets regularly.

Drivers

1. Shall maintain a reasonable standard of personal cleanliness and appearance.
2. Agree, in writing, to immediately notify Supervisor of any medical condition, license cancellation or other restriction that may affect their ability to transport clients.
3. Must be kept the vehicle clean when used for carrying clients and shall be free of loose objects.
4. Assist consumers in need with entry and exit from the vehicles. Assistance shall be given to those consumers who are susceptible to injury due to age, physical condition, or adverse weather conditions.
5. Drive to the road conditions and observe the laws that relate to safe driving.
6. Drive defensively in the interests of public safety.
7. Treat clients with politeness, courtesy, helpfulness and honesty.
8. Be particularly sensitive to the needs of people with disability.

Supervisors

1. Shall periodically evaluate staff compliance with GBHWC vehicle policies and procedures.
2. Shall be responsible for checking their employee's driving record, verifying if the staff has a valid driver's license and making sure the staff are eligible for coverage under any applicable government insurance prior to authorizing them to operate a GBHWC vehicle.

PROCEDURE:

I. Prior to Transport

- A. Driver must always conduct a visual safety inspection of the vehicle prior to operating.
- B. Risk assessment should be conducted on all consumers requiring transportation by GBHWC staff. These assessments should be completed prior to the delivery of support services.
- C. Whenever employees are uncertain that transporting a consumer in a specific instance is safe and/or appropriate, they are to consult their supervisor **prior to providing transportation.**
- D. A consumer risk assessment shall be considered prior to transporting, taking into account prior history of the following;
 1. history of physical assault/aggression
 2. history of exiting of vehicles in a dangerous manner
 3. history of self-harm
 4. Indication of substance use.
 5. Current behavior status
- E. Upon completion of the risk assessment, staff should consider the following recommendations:
 1. **High / extreme risk** - Do not transport the consumer; consult with supervisor for instructions.

2. **Medium /significant risk** - where possible, two staff to be present when transporting the consumer. Consult with Supervisor prior to transport.
3. **Low risk** - Transport the consumer. Always seat the consumer in the back seat opposite the driver, where possible.

II. Passenger Safety

- A. Passenger seating limits are not to be exceeded.
- B. By law, it is the responsibility of the driver to ensure that all passengers wear a seat belt.
- C. Where possible, additional staff member/volunteers should travel in vehicles to assist with supervision.
- D. Drivers must ensure that clients are not left unsupervised in vehicles at any time.
- E. Drivers must ensure that recommended safety procedures are followed (e.g. locked doors whilst traveling, appropriate use of parking brake, use of headlights in poor weather conditions etc.).

RELATED POLICY (IES):

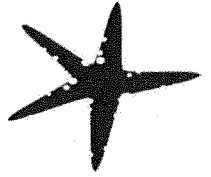
1. *AD-02 GBHWC Vehicle usage policy*
2. *Memorandum: Policy on the use of government vehicles for official business*

ATTACHMENT(S):

1. Vehicle Emergency Procedures
2. GBHWC F-AD-HS-14 Motor Vehicle Trip Ticket Form



GUAM BEHAVIORAL HEALTH AND WELLNESS CENTER



VEHICULAR EMERGENCY PROCEDURES

These procedures are meant as a procedural guide however as in any emergency situation procedures may be changed to adapt to the emergency's ever changing situations in order to best save lives and/or property.

VEHICLE EMERGENCY PROCEDURES

I. VEHICLE BREAK DOWN PROCEDURES

- A. **Note your vehicle location:** Make sure you are aware of your surroundings and general location. You may need this information when summoning assistance.
- B. **Pull off the road:** On most roads, you should exit onto the far right shoulder, as far off the road as possible.
 - 1. If you get out of your vehicle, proceed carefully and watch for oncoming traffic, especially at night or in bad weather, when visibility is limited.
 - 2. Never stand behind or directly in front of your vehicle. Other roadway users may have trouble seeing you, and you could be struck by another vehicle
- C. **Alert other motorist:** Make sure your vehicle is visible to other motorists. Remember they may be traveling at a high rate of speed and must be able to see your vehicle from a great distance to stop or move to another lane.
 - 1. Turn on the emergency flashers, especially at night or during inclement weather.
 - 2. Place warning triangles to direct oncoming traffic away from your vehicle.

**As a rule of thumb, place the first flare or triangle 10 feet directly behind the side of the vehicle closest to the road. Place the second 100 feet directly behind the vehicle, lining it up with the middle of the bumper. Position the third device behind the vehicle's right side 100 feet if on an undivided highway, 300 feet if on a divided highway. When doing so, always watch for oncoming traffic.
- D. **Communicate your situation:** Once you and any passengers are in a safe location, you can notify others (Guards or Supervisor) of your vehicle breakdown. Make note of surroundings and landmarks, buildings or road signs.
 - 1. If you have a cell phone, immediately use it to call for help. Make the call from inside your vehicle if you are safely out of traffic. Otherwise, do so at a safe distance from the vehicle and roadway.
- E. **Remain in your vehicle:** Under most circumstances if you are able to pull away from traffic, it is safest to remain in your vehicle until assistance arrives.
- F. **If you can't pull off the road:** If your vehicle loses power and is inoperable, switch on safety/emergency flashers. Do not risk personal injury by attempting to push it to a safe location. If you cannot get your vehicle to a location away from traffic, or if you are uncertain about your safety and think your vehicle may get struck from behind, do not stay in your vehicle.

II. VEHICLE EVACUATION PROCEDURES

- A. Determine if evacuation is in the best interest of safety.
- B. As a general rule, consumer safety and control is best maintained by keeping consumers on the vehicle during an emergency and/or impending crisis situation, if so doing does NOT expose them to unnecessary risk or injury. Remember, the decision to evacuate the vehicle must be a timely one.
- C. A decision to evacuate should include consideration of the following conditions:
 - 1. Is there a fire or danger of fire?
 - 2. Is there a smell of raw or leaking fuel?

VEHICLE EMERGENCY PROCEDURES

3. Is there a chance the Vehicle could be hit by other vehicles?
 4. Would removing consumers expose them to speeding traffic, severe weather, or a dangerous environment such as downed power lines?
 5. Would moving consumers complicate injuries such as neck and back injuries and fractures?
- D. Secure the vehicle by;
1. Placing transmission in "park", or if there is no shift point, in neutral.
 2. Setting parking brakes.
 3. Shutting off the engine
 4. Removing ignition key
 5. Activating hazard-warning light
- E. Order the evacuation
1. Evacuate consumers from the vehicle.
 - a. Do not move a consumer you believe may have suffered a neck or spinal injury unless his or her life is in immediate danger
 2. Driver will lead consumers to the nearest safe place.
- F. When time allows, notify 911, Guards and Supervisor and inform them of evacuation location, conditions, and type(s) of assistance needed.

III. VEHICLE FIRES WHILE IN TRANSIT

- A. If smoke or fire is present, **EVACUATE** the vehicle immediately
- B. Contact 911
- C. **DO NOT** open up the hood or engine compartment if there are signs of fire inside
- D. Shut off all electrical power.
- E. Only try to extinguish a fire if you are sure of what to do and only if it is safe to do so.
- F. Only after the vehicle has been evacuated should the extinguisher be used to put out a fire.

Use of Fire Extinguisher - Drivers are not required to fight a fire. If there is the slightest doubt about your control of the situation, **DO NOT FIGHT THE FIRE.**

- A. Attempt to use an extinguisher only if **ALL** of the following apply:
- B. Emergency personnel have been contacted
- C. The vehicle is evacuated.
- D. The fire is small, contained and not spreading beyond its starting point.
- E. You can stay upwind or low and avoid smoke
- F. The proper extinguisher is immediately at hand
- G. You know how to use the extinguisher

IF ANY OF THESE CONDITIONS HAVE NOT BEEN MET, DON'T FIGHT THE FIRE YOURSELF CALL FOR HELP AND LEAVE THE AREA.

IV. MEDICAL EMERGENCY RESPONSE WHILE IN TRANSIT

- A. Pull off or to the side of the road
- B. Remain calm
- C. Assess the situation
- D. If necessary call 911 using the emergency phone provided
- E. Implement any necessary first aid procedures as trained (follow infection control guidelines)

VEHICLE EMERGENCY PROCEDURES

- F. As soon as it is practical contact Supervisor or other management personnel.
- A. Where possible, a staff should ride ambulance when transporting consumer to hospital.

V. BEHAVIORAL EMERGENCY RESPONSE WHILE IN TRANSIT

- A. Pull off of or on to the side of the road
- B. Remain calm
- C. Assess the situation
- D. If necessary get others out of the vehicle
- E. Utilize skills obtained through training and experience to try and bring things under control.
- F. If the situation is uncontrolled and people are being placed at risk, call 911 for assistance.
- G. As soon as practical contact Supervisor or other management personnel.

VI. ACCIDENTS WHILE IN TRANSIT

- A. Refer to *AD-02 Vehicle Usage P&P*

EMERGENCY CONTACT NUMBERS	
GPD/GFD	911
Guards	647-5341
Safety	647-5332
Facility Operations Supervisor	647-5313
Maintenance	647-5340
RRP	647-2047
Director's Office	647-1901

FAD-HS-14 GBHWC Vehicle Trip Ticket

Name of Driver: _____

Vehicle License #: _____

Date: _____ **Time: Sign Out** _____ **Time:** _____
Sign In _____

Gas Gauge Out: Full $\frac{3}{4}$ $\frac{1}{2}$ Empty

Gas Gauge In: Full $\frac{3}{4}$ $\frac{1}{2}$ Empty

Condition at Check Out: (cleanliness, trash, etc.) Clean Dirty _____
 (specify) _____

Condition at Check In: (cleanliness, trash, etc.) Clean Dirty _____
 (specify) _____

Inspect the following before each use: Mark if

Oil Water Battery Brake Fluid

Fan Belt Lights Wipers Horn

Brakes Hand Brakes Tires Body _____
 Condition (specify) _____

COMMENTS (problems with vehicle): _____

Time Out	Destination		Purpose	Odometer Reading			Time Arrived
	From	To		From	To	Mileage	

****CONTINUE AT BACK IF NEEDED****

FAD-HS-14 GBHWC Vehicle Trip Ticket

Employees Signature _____

See back for Consumers Transported

Time Out	Destination		Purpose	Odometer Reading			Time Arrived
	From	To		From	To	Mileage	

Consumer Initials	# / DOB