

**Cottonwood, Inc.
Policies and Procedures**

SECTION: General

POLICY NO: 02-027

SUBJECT: Transportation Service

EFFECTIVE DATE: January 2005

Policy:

Cottonwood, Inc. provides transportation services as an adjunct to community integration. Due to the nature of Cottonwood Inc.'s service provision transportation is never the sole service provided. When possible, consumers are provided training and are encouraged to use generic community transportation services.

Procedures:

Passenger Assistance – Cottonwood, Inc. employees provide passenger assistance as part of their regular support and care provision.

Wheelchairs – Cottonwood, Inc. provides services to persons who use wheelchairs. Staff training is sought for securement of wheelchairs from the trainer, the individual, medical staff, lift manufacturers, durable medical equipment providers and Cottonwood, Inc.'s maintenance staff.

Vehicle Accident – See Policy 02-010 Vehicle Accidents.

Passenger Incident – Cottonwood, Inc. staff receive training in de-escalation, incident reporting and emergency management. Staff are to remain calm, assess the situation, protect people first and then property, obtain help, re-assure riders, secure the scene, and gather information. See Policy 05-033 Incident Report and Policy 03-047 Initial Direct Staff Training.

Medical Emergency – See Policy 02-010 Vehicle Accidents and Policy 03-047 Initial Direct Staff Training. Staff who work directly with individuals are required to have CPR/First Aid/Preventing Disease Transmission Certification.

Fares/Donations – Fares and Donations are not accepted at the time of service. See Policy 04-009 Transportation Fee and Policy 40-015 Transportation Fees JobLink.

Pre-trip Inspections – See Policy 02-009 Vehicle Usage and Policy 02-010 Vehicle Accidents.

Medical Equipment – It will be the responsibility of the driver and the consumer to secure as reasonably possible medical equipment such as oxygen tanks. Cottonwood, Inc. vehicles are not equipped with storage racks.

Evacuation Procedure – See Policy 02-009 Vehicle Usage and Policy 02-010 Vehicle Accidents.

Inclement weather or severe weather conditions where exposure could cause significant risk – In the event of inclement weather Cottonwood, Inc. Management staff will issue a statement to riders and the public via local radio/television/and other electronic communication as to the status of transportation services for the day. Possible options include: closed with no transportation provided, open but with limited transportation provided, delayed opening either with full or limited transportation provided. A protocol for employee and public communications is reviewed & updated by the Management Team in the autumn and disseminated to staff in a memo each year. A public statement would not be issued if transportation is canceled for an outing planned for Cottonwood, Inc. consumers that day.