ADA—Training to Proficiency

HOW DO WE STACK UP?

Information in this PowerPoint intended for information purposes only. Not intended for use in training.

ACCESS Transportation Systems
Once in a lifetime
Find the face
But....a bit of reflection first
What do customers expect of us?

Words:

Because we have schedules and places to go.

Because our time is also valuable.

Isn't this how you want to be treated?

Sometimes we need help, but ask, don’t assume.

Because we want to be and feel safe.

Call if you’ll be late.

Common courtesy.

Treated with dignity & respect by call takers, drivers.

Drivers to assist if needed.

Professional drivers and staff.

Short or no hold times.

To be on time.

Be safe on trip.

Feel secure on trip.

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Some things we expect of paratransit drivers

- Wear your seat belt
- Stick to Pick-up Window
- Don’t speed
- Be nice no matter what
- Secure all mobility devices
- Report anything out of ordinary
- Drive defensively
- Productivity is important
- Pre & Post inspections
- Assist riders to board, alight
- Deploy lift safely, assist rider onto lift, decide if standee is allowed
- Resolve rider conflicts

Make sure you have the right passenger!!

- Make sure riders keep seat belts
- Record pick-up, arrive, depart
- Be a good problem solver
- Don’t speed
- When in doubt (trouble) call dispatch
- Make sure passenger lap and shoulder belts are secure

Come to work on time

Double check all securements!

Resolve rider conflicts

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And.....
• Work long hours
• And some weekends
• For $8 - $18 per hour
Training has to be very good and thorough...

ADA says that personnel need to be trained to proficiency.
§37.173 Training requirements.

Each public or private entity which operates a fixed route or demand responsive system shall ensure that personnel are trained to proficiency, as appropriate to their duties, so that they operate vehicles and equipment safely and properly assist and treat individuals with disabilities who use the service in a respectful and courteous way, with appropriate attention to the difference among individuals with disabilities.
For the next several hours...

- Let us take training to proficiency very seriously
- Agree on a working definition of proficiency
- Look at some examples of training
- Look at a training curriculum
- Who should be trained and how?
- What needs to happen after training
- Develop a plan for training and monitoring
- “We are ACCESS” video
Training is like learning to high jump

- We start slow with what abilities we have and what we know
- We practice, gain knowledge and skills
- We increase our standards (raise the bar)
- We adapt to changes to meet the standard
- Raise the bar some more
- Repeat...raising the bar each time
Adult Learning

1. Adults must want to learn
2. Adults will learn only what they feel they need to learn
3. Adults learn by doing
4. Adult learning focuses on problems & the problems must be realistic
5. Experience affects adult learning
6. Adults learn best in an informal situation
7. Adults want guidance
What is training?

- training consists of planned activities to develop and improve employee:
  - Knowledge
  - Skills
  - Attitude
  - Social behavior
- so that the performance of the organization improves.
- And to provide the individual with the tools to be successful in a particular job.
Training should reflect the job activities (responsibilities)
What is proficiency?

Personal stories
What does being proficient mean?

- Good at doing something (How good?)
- Well advanced in an art, occupation, or branch of knowledge
- Having an advanced degree of competence

**Synonyms:**
- Adept
- Skilled
- Expert
Training to Proficiency—How do we stack up?

- Drivers
- Call takers
- Schedulers
- Dispatchers
- Managers
- Supervisors
- Safety
- Maintenance technicians
Some driver training examples (video)
Greeting a rider
Module 4
Securing and Transporting a Rider Who Uses a Scooter
Policy Training
Please do not argue with customers!

If a customer yells at you do not escalate the situation by yelling back. Stay calm, cool and in control—it’s not about you!

Reason: Customer service, professionalism
May not enter passenger’s home for personal reasons

- May set bags inside door
- May need to enter just inside door to assist a rider using a wheelchair

Reason: Security, Customer service
Please do not threaten to write-up a rider

If a rider exhibits inappropriate behavior, simply file an incident report—do not threaten a write-up!

ACCESS staff will take it from there.

Reason: Customer service, professionalism
Driver Training Examples (case studies)
Case Study: Temperature in Vehicle

**Situation**
- Driver has heat on in vehicle and his window down
- Rider in back asks driver to roll up window
- Driver laughs and tells rider that the heat is on, but does not roll window up
- Rider files a complaint

**Analysis**
- Was this good customer service?
- Name three things the driver failed to do or realize. (Hint: L.A.S.T.)
- How could the driver have handled this situation?
Case Study: Kidding around caution

Situation

- Driver assists a rider to a seat in the vehicle
- Driver has transported rider before
- Driver likes to kid around
- Rider is over weight
- Driver comments to rider, “I’m going to have to get a bigger seat belt for you”.

Analysis

- Was this comment appropriate?
- If yes/no why?
- If you were the rider, how would you take this comment?
- Did driver treat rider with dignity & respect?
- Is this good customer service?
Case Study: Calm, cool and in control??

**Situation**
- Driver goes to facility for pick-up
- Due to meeting at facility, parking is very tight
- Facility had agreed to reserve a space for ACCESS to pick-up
- Driver gets upset, goes into facility and yells at receptionist
- Driver had a trainee with him

**Analysis**
- Did the driver show good customer service?
- Was driver justified being upset given the agreement with facility?
- What message did the driver give to the trainee?
- How could the driver have handled this situation?
Case Study: Lift use

Situation
- Driver tells rider using a manual wheelchair that she has to back onto the lift
- Rider objects and wants to go on forward
- Driver very insistent, so she backs on the lift with some difficulty
- Rider files a complaint with ACCESS

Analysis
- What was the quality of customer service?
- What would you have done in this situation?
- Why do you think the driver insisted on her backing on the lift?
- Was the rider within her rights under the ADA?
Training Reminders  (CSI)
Is your vehicle prepared for the next passenger pick-up?

✓ The floor is clear of retractors and other obstacles
✓ There is a seat ready for an ambulatory rider—seat is not folded
✓ There is a clear securement location for a rider using a mobility device
✓ The vehicle temperature is moderate—not too warm, not too cold

Why a prepared vehicle is important!!

• It is safer, less chance of trips and falls
• Riders from dialysis may need a seat close to the door as soon as they board
• Riders appreciate prompt, efficient service
• Driver can focus on assisting riders

REMEMBER!
At the destination just say, "Thanks for using ACCESS."
AND
Thank you for being an ACCESS driver!

January 2016
Helpful Hint!
Make it a habit!
Every time you secure a rider’s wheelchair double check by using the clockwise count method:
1. Left front belt secure
2. Right front belt secure
3. Right rear belt secure
4. Left rear belt secure
5. Lap and shoulder belts secure

We know you want your customers to be safe! Double checking secuements will help.

REMEMBER!
At the destination just say, “Thanks for using ACCESS.”
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Driver Training Use of Photos

(People think in terms of pictures not words)
The Wheelchair
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- Seat Back
- Armrest
- Joy Stick
- Seat Assembly
- Controller
- Seat Base
- Power Base Assembly
- Manual Freewheel Lever
- Caster
- Foot Platform
- Drive Wheel
- Caster
Secured wheelchair photos
Front Securement (Front First!)

- Attach securement straps to the floor of vehicle.
- Make sure they are locked in-double check to make sure.
- Attach belt to frame of wheelchair at a junction of the frame.
- Use quick loop if needed
Reasons for front securements first:

1. Most likely to forget.
2. Wheelchairs more likely to tip backward.
Rear Securement

- Attach securement straps to floor-double check for safety.
- Apply to chair at a solid junction of frame, if possible about 2” below seat level.
- Straps should be about 30-45 degrees.
- Tighten securely
Rear Securement Example

Rear View

Side View

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Another view without quick straps and at ideal location on wheelchair—about 2” below seat
Lift Deployment

- Park where the lift can be deployed on a level surface if possible
- Back rider using a manual wheelchair onto the lift if OK
Locate rider so that roll stop does not touch rider’s feet when it folds.
Check Outer Roll Stop
Practice, practice, practice!

Remember the magic word?

**PROFICIENCY**

Muscle memory
Securing Tilt-In-Space Wheelchairs

What are the issues here?

Does this wheelchair comply with the ADA?
For non-transit wheelchairs, try to find four strong, accessible securement points on the seating system.

- Rear tie-down
- Front tie-down
- This is the seating frame

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Alternatively, find four strong points on the wheelchair base.
Don’t mix securement points on seat with securement points on base.

Do not mix!!

Tie-down on seat frame

Tie-down on base

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RERC on Wheelchair Transportation Safety
University of Pittsburgh
University of Michigan
Transportation Research Institute
Power Chair with Ventilator

This situation presents a particular challenge: Air tubes from ventilator must remain clear from possible interference when applying lap and shoulder belts.
Shoulder belt cannot be used since it will interfere with ventilator and chin-operated joy stick. Seat belt can be used, but not shoulder belt. 

Solution: Use lap belt only
Chair used in care facility. Does it meet the ADA definition of wheelchair/mobility device?
Mobility devices with low securement points
Left: Wheelchair tipping during turning; occupant rotation over arm rest.

Right: Wheelchair does not tip, but occupant rotates sideways over armrest.
Video shows what could happen if securements are too low.
Driver Training Curriculum
Training to Proficiency—How do we stack up?

- Drivers
- Call takers
- Schedulers
- Dispatchers
- Managers
- Supervisors
- Safety
- Maintenance technicians
Finally, remember

- Proficiency
- Practice
- Procedure
- Problem solving
- Monitoring
- Reasonable Accommodation
- Customer service and safety
We Are ACCESS