

COMMUNITY LIVING DURHAM NORTH

SAFE USE OF ASSOCIATION OWNED VEHICLES

Policy No: A-3 (Administration)

Effective Date: March 1, 2009

Last Revision:

Last Review: November 25, 2019

Rationale:

To ensure that the vehicles owned by the agency are operated and maintained with a view to ensuring the safety of all.

Policy Statement:

The rules of the road will be scrupulously obeyed. All drivers will possess a valid driver's license. All drivers and passengers will wear seat belts at all times.

Senior management will implement a comprehensive set of procedures designed to further ensure the safety of everyone. These procedures will also serve to ensure that our vehicles are well maintained, that they are safe to drive, and that they are kept road worthy and safe for as long as possible.

Approved by: Larry Leonard
for the Board of Directors

Date: March 30, 2009

COMMUNITY LIVING DURHAM NORTH

SAFE USE OF ASSOCIATION OWNED VEHICLES

Procedure No: A-3-1

General Safety for all Drivers

Effective Date: June 30, 2011

Last Revision: August 10, 2016

Last Review: November 25, 2019

- All drivers must be in possession of a valid driver's license. All driver's licenses will be copied and kept on file by the Human Resources Department.
- In the event of bad weather and/or road conditions, the driver will make the final decision on whether or not to cancel the trip.
- Passengers will not be left unattended in the vehicles, except momentarily in the event of emergency, or unless it is necessary to help a supported person to or from his front door. In such a case, the driver must carry the ignition keys with him.
- Passengers are not to exceed the maximum seating capacity as determined by the number of functional seat belts. And, because we do not operate commercial vehicles, no vehicle will accommodate more than nine (9) passengers.
- In the event of an accident, and/or an injured person needing medical attention, the driver will phone police/ambulance and then contact managerial personnel.
- Each agency vehicle has 2 Accident Report Forms (provided by Cowan Insurance Group). They are just business card size when their perforated segments are folded up on one another, so they are kept with the pink (insurance) slip. The perforated segments are entitled: *Details of Accident, Details of Other Party & Vehicle, Complete and Give to Other Driver, Police Investigation, and Notes.*
- This form will prompt the driver as to what information needs to be collected and provided. All segments must be completed. The form is for CLDN's use in reporting to our insurance company. Police are welcome to copy the information that staff have written down, but staff are not allowed or obliged to give them our completed form.
- Once all of the information is gathered the form must be delivered to the manager or directly to the Manager of Compliance who will immediately issue the program a new form.
- The Manager of Compliance will notify the insurance carrier and process our claim as required. HR will handle any WSIB ramifications and the Program Manager/Director will determine if a Serious Occurrence Report needs to be filed.

Procedure No: A-3-2

General Maintenance & Safety for Agency Vehicles

Effective Date: October 31, 2010

Last Revision: November 25, 2019

Last Review:

- When not in use, all vehicles will be locked and their keys secured in the appropriate program site.
- All vehicles will have a Vehicle Log Binder containing:
 - Current Insurance
 - Vehicle Ownership
 - Copy of Current Annual Safety Inspection
 - Vehicle Gas Credit Cards
 - Vehicle Check and Mileage, Gas and Oil Log* (form D-8)
 - Front, rear and side vehicle photos marking incidents of vehicle damage
- All drivers will complete the *Vehicle Check and Mileage, Gas and Oil Log* (D-8) for each trip, which includes a Daily Safety Inspection by the first driver of each day. Subsequent drivers, on that day, will perform a visual inspection of the vehicle before driving it. Photos of all vehicles are contained in the Vehicle Log Binder to reference and document all damage to vehicles. Staff will report damage or vehicle misuse immediately to their Manager or directly to the Manager of Compliance.
- Suspected or apparent mechanical problems must be immediately reported in the same way; the Manager of Compliance will liaise with the dealership or body shop and coordinate logistical issues related to getting the vehicle back on the road.
- All vehicles will carry a stocked first aid kit and survival equipment according to the vehicles needs as detailed on *First Aid Kit / Survival Supplies for Agency Vehicles* (form D-10 d). Team Leaders will ensure that all safety equipment is checked on a monthly basis and that missing or depleted items are replenished as needed.
- Maintenance tracking will be the responsibility of the Manager of Compliance who also keeps a running record of the repairs done to each vehicle (and the cost of those repairs). This tool informs the cost/benefit analyses (i.e. the repair or replace decisions) that eventually arise in the case of every vehicle.
- All vehicles will meet the following standards:
 - Each vehicle will receive a full annual safety inspection every October. The resulting safety inspection certificate will be kept on file at the main office and a copy will be kept in the vehicle. The Manager of Compliance maintains these files and will document all inspections in the AIMS Database. Note: This bullet does not apply to wheelchair accessible vehicles; see A-3-3 for their more rigorous schedule of inspections.
 - Each vehicle will receive an oil change and maintenance check every 5,000 to

10,000 km, depending on the vehicle and whether the newer synthetic oil is recommended for it.

- Tires will be rotated every 10,000 km (if necessary – see below, re snow tires).
- Other service such as tune-ups, cooling system flushes, etc. will be done according to manufacturer=s recommendations.
- CLDN will enter into a contractual agreement with a local service centre for the supply and installation of tires. The selected service centre will install snow tires on each vehicle around mid-November, and no later than Nov. 30th. In April, snow tires will be replaced with all season tires. The service centre will store all of our tires during their off season.
- In the event of vehicle failure, the driver will phone his or her Manager, or any manager.
- “P” Cards (Purchase Cards) for the vehicles are kept in the *Vehicle Log Books* which, in turn, when the vehicle is not in use, must be secured inside the program site, and not left in the vehicle.
- Receipts will be obtained for all gas and oil purchases and documented on the *Vehicle Check and Mileage, Gas and Oil Log* (form D-8). All logs and receipts will be submitted to the Program Manager for weekly reconciliation.
- Most vehicles are equipped with a cell phone and, where this is the case, it is a shared responsibility of the entire staff team to properly maintain the phone (i.e. keep it charged, not leave it in the vehicle in cold weather, etc.). Then, the driver is responsible to have it with him or her during every trip.
- Smoking, eating and drinking are not permitted in any vehicle owned by the agency.
- Sites may request the use of another program sites vehicle and will arrange this usage directly with the program site. The authorized driver will then observe all procedures set forth herein. Note, however, that wheelchair accessible vehicles can only be driven by staff who have received specific training (see below).
- Agency vehicles will be the first choice of use when making trip arrangements.
- Agency vehicles may not be borrowed for employees’ personal use.

Procedure No: A-3-3
Wheelchair Accessible Vans

Effective Date: October 31, 2010
Last Revision: November 25, 2019
Last Review:

- All wheelchair accessible vehicles will receive two yearly safety inspections, in April and in October. Their lifts and Q-Straint mechanisms will also be safety checked once

annually. The resulting safety inspection certificate will be retained in the files of the Manager of Compliance who will also document the inspection in the AIMS Database.

- The Team Leader, in sites that have a wheelchair accessible vehicle, is responsible to ensure that new staff are trained to drive the vehicle, and use its equipment, safely and effectively.
- Beyond this training provided to new employees, at the site, more formal training will be provided, on an annual basis, by a designated agency trainer.
- Both kinds of training will consist, minimally, of the following elements:
 - a thorough reading of this policy;
 - a viewing of the video about the Q-Strait mechanism (about 20 minutes);
 - a supervised practice session.
- Training is specific to each vehicle and it is mandatory for staff who are assigned to the location that “owns” the wheelchair accessible van, and for staff who have been trained to work at the site on a relief basis.
- Without this annual training, staff are not eligible to borrow and drive the vehicle, unless they work at the vehicle’s home site and have been trained by the Team Leader or designate. This prohibition applies even if the intention was to not use the lifts or wheelchair seating.
- As the agency-wide trainer or individual Team Leaders train staff to use a particular wheelchair accessible vehicle, they must complete form H-3d (*Orientation Checklist for Wheelchair Accessible Vehicles*) and forward it to HR.
- The HR Department will use this form to update a spreadsheet that tracks who has been trained to drive which wheelchair accessible vehicle. It is saved under *Agency Wide* and will be entitled *Authorized Drivers of Wheelchair Vehicles*. It will present to most staff as a “Read Only” file. Once trained on a given vehicle, staff will not have to take refreshers concerning the same vehicle unless they or their Manager feel that a refresher is necessary.
- Team Leaders should regularly review the above mentioned spreadsheet to ensure that only authorized drivers are using the vehicle at their location.

Approved by: Glenn Taylor
CEO

Date: November 25, 2019