

Procedure Section: Special Needs
Procedure Title: Accessibility Plan – Loading and Unloading
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Accessibility Plan – Loading and Unloading

The following chart details the loading and unloading procedure for students with the specified special need.

Special Need	Loading	Unloading
Wheelchair	<p>When operating a lift to load a passenger with a wheelchair on highways, country roads, city, town or village streets (unless otherwise directed by the Police or RCJTC) the driver must:</p> <ol style="list-style-type: none"> Put the 4-way emergency flashers on as you approach your stop. Ensure unit is stopped in a safe position for the pick-up. Ensure the parking brake has been applied (most ramps will not operate if park brake is not applied). Check that passenger is ready to be loaded onto lift. Check traffic and then activate overhead alternating lights and stop arm as you exit the vehicle (if equipped). Open lift doors and secure them. Deploy and lower the lift and undo the lift safety belt. Back onto lift with wheelchair and set brakes, secure lift safety belt. If power chair be sure to use low gear and turn power off. Keep one hand on the wheelchair and use the other hand to operate the controls. Inform the passenger you are raising the wheelchair lift. Ensure that as you raise the lift the front plate on the lift folds up and locks into position and the power cable is clear of any pinch points. Raise the lift to its fullest extent (level with vehicle floor). Release brakes on wheelchair and load passenger into the vehicle positioning the wheelchair into a 	<p>When operating a lift to unload a passenger with a wheelchair on highways, country roads, city, town or village streets the (unless otherwise directed by the Police or Transportation Department) the driver must:</p> <ol style="list-style-type: none"> Ensure unit is parked in a safe position for the pick-up. Put on 4-way emergency lights. Ensure parking brake has been applied. Go to the wheelchair passenger and remove lap belt, shoulder belt, front 2 floor Q-strains, rear 2 floor Q-strains, and hang up belts. Position the wheelchair to unload, set brakes, if power chair make sure the power switch is off. Check traffic, when ready activate overhead alternating red flashing lights, exit the vehicle and open lift door and secure it. Deploy the lift to floor level. Go back inside the vehicle and push the wheelchair (if power chair turn on power and put in low gear) onto the lift. Set the brakes. If applicable turn off power. With one hand on the chair and the other hand on the control, lower wheelchair to ground level, (remember communicate with your passenger so that he/she knows they are going down). Release brakes and undo the lift safety belt and push the wheelchair (if power chair turn on power and set in low gear) off the lift. A parent/guardian, family member must know that they have to meet you so that you immediately upon unloading can pass the wheelchair from your hands to theirs. If there is not a person to meet the

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	<p>tie-down position and reapply brakes. If power chair, use low gear and turn power off.</p> <p>n) Exit the vehicle and stow the ramp and close doors.</p> <p>o) Enter the vehicle and turn off the overhead alternating flashing lights and stop arm.</p> <p>p) Secure the wheelchair with the Q-strait system.</p> <p>SECUREMENT</p> <p>Securing Wheelchair Passengers</p> <p>Note: Each wheelchair must be restrained and made secure as it is loaded onto the vehicle. There shall not be more than one wheelchair loose or free at anytime the vehicle is being loaded.</p> <p>Position the wheelchair, centered and square to the floor anchor points so that the restraint belts will attach to the chair and floor at approximately a 45 degree angle. The smaller front pivoting wheels on the wheelchair should be pointing straight ahead.</p> <p>Note: The chair and passenger must always face forward in the vehicle.</p> <ul style="list-style-type: none"> • Apply the wheelchair brakes (manual), or turn off the power (electric chair). • Attach the front belts (narrow type) by connecting the large hook to a solid frame member of the chair and connect the opposite end (flat hook) of the belt to the floor anchor point. Pull the belt through the clamping mechanism until all the slack is removed and the belt is snugly attached to the wheelchair. The rear belt clamps will provide the final tensioning of the front belts. Attach the loose end of the belt to the Velcro patch above the clamp. • Attach the rear belts by connecting the chair hook to a solid frame member, as close to the point where the wheelchair back and seat cushion meet. Attach the floor hook at the opposite end of the belt into the floor anchor point. <p>Note: Attach the belts only to a solid, welded frame member on the wheelchair. Do not attach the hook to the wheels. Some chairs may come equipped with bolt-on anchor points or sling-straps, which are acceptable. Do not, under any circumstances, cross belts over each other.</p> <ul style="list-style-type: none"> • With the buckle open, pull the loose end of the belt until snug. While holding the loose end with one hand, close the clamp lever down until it securely locks into position. Connect the loose ends of the 	<p>passenger, call dispatch, do not leave the passenger alone.</p> <p>l) Secure lift safety belt, raise and stow the lift into the vehicle and close the doors.</p> <p>m) Return to vehicle and turn off your overhead alternating flashing red lights.</p>

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	<p>belts to the Velcro patch to keep the excess belting off the floor.</p> <ul style="list-style-type: none"> • Check that all the belts are tight and the wheelchair is secure and that it does not have any back and forth or sideways movement. • To attach the lap belts, pass the loose ends of the lap belts around the occupant and downward toward the rear tie-down belts through the gap between the side panels and seat cushion or the gap between the seats cushion and the back rest of the wheelchair. Connect the belt ends to the pin connectors on the rear tie-down belts. <p>Note: The lap belt should be positioned as low as possible over the occupant's pelvic area and adjusted as tightly as possible. Ensure the belt is not twisted.</p> <ul style="list-style-type: none"> • To attach the shoulder belt, connect the loose end of the belt to the pin connector on either the left or right side of the lap belt. The shoulder belt should be attached to the connector pin of the lap belt depending on which side of the vehicle the wheelchair is located. Use the right side pin if the wheelchair is on the left side of the vehicle and the left side pin if the wheelchair is on the right side. Again adjust the shoulder belt as snugly as possible, making sure the belt does not rub on the occupants neck area. <p>Note: The shoulder belt should lie across the mid-point of the shoulder and travel upward and rearward from that point to ensure that downward force is avoided. Also note that lap and shoulder belts should not be held away from the occupant's body by wheelchair components or parts such as the wheelchair armrests or wheels.</p>	
Walker or Other Related Mobility Device to Support While Walking	<p>When operating a lift to load a passenger with a 4 point walker on highways, country roads, city, town or village streets (unless otherwise directed by the Police or RCJTC) the driver must:</p> <ol style="list-style-type: none"> a) Put the 4-way emergency flashers on as you approach your stop. b) Ensure unit is stopped in a safe position for the pick-up. c) Ensure the parking brake has been applied (most ramps will not operate if park brake is not applied). d) Check that passenger is ready to be loaded onto lift. e) Check traffic and then activate overhead alternating lights and stop arm as you exit the vehicle (if equipped). 	<p>When operating a lift to unload a passenger with a 4 point walker on highways, country roads, city, town or village streets the (unless otherwise directed by the Police or Transportation Department) the driver must:</p> <ol style="list-style-type: none"> a) Ensure unit is parked in a safe position for the pick-up. b) Put on 4-way emergency lights. c) Ensure parking brake has been applied. d) Position the walker to unload on lift, set brakes (if applicable). e) Check traffic, when ready activate overhead alternating red flashing lights, exit the vehicle and open lift door and secure it. f) Deploy the lift to floor level.

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	<p>f) Open lift doors and secure them.</p> <p>g) Deploy and lower the lift and undo the lift safety belt.</p> <p>h) Back onto lift with walker and set brakes (if applicable), secure lift safety belt.</p> <p>i) Keep one hand on the walker and use the other hand to operate the controls.</p> <p>j) Inform the passenger you are raising the lift.</p> <p>k) Ensure that as you raise the lift the front plate on the lift folds up and locks into position and the power cable is clear of any pinch points.</p> <p>l) Raise the lift to its fullest extent (level with vehicle floor).</p> <p>m) Release brakes on walker (if applicable) and load passenger into the vehicle to the assigned seat.</p> <p>n) Secure walker to wall of vehicle.</p> <p>o) Exit the vehicle and stow the ramp and close doors.</p> <p>p) Enter the vehicle and turn off the overhead alternating flashing lights and stop arm.</p>	<p>g) Go back inside the vehicle and help the passenger with the walker onto the lift. Set the brakes (if applicable).</p> <p>h) With one hand on the walker and the other hand on the control, lower walker to ground level, (remember communicate with your passenger so that he/she knows they are going down).</p> <p>i) Release brakes (if applicable) and undo the lift safety belt and walk off with the walker.</p> <p>j) A parent/guardian, family member must know that they have to meet you so that you immediately upon unloading can have someone meet the walker. If there is not a person to meet the passenger, call dispatch, do not leave the passenger alone.</p> <p>k) Secure lift safety belt, raise and stow the lift into the vehicle and close the doors.</p> <p>l) Return to vehicle and turn off your overhead alternating flashing red lights.</p>
Ambulatory	<p>Do not use the loading ramp unless authorized.</p> <ul style="list-style-type: none"> • Communicate with the passenger. Ask what help he/she needs. Allow time for response. • Let the passenger set the pace. If the passenger is unable to respond, indicate clearly what you are going to do and what you expect the passenger to do. • If an offer of assistance is declined, stay close by and be ready to assist if circumstances warrant. Secure walking aids in a safe position within reach of the passenger, i.e. crutches. • Follow behind the ambulatory passenger when going up the steps. • Alternate your steps with those of the passenger. In this manner, your feet will be firmly planted and you will be able to give maximum assistance and support while the passenger takes their step. 	
EpiPen®	Students load unassisted and are seated unsecured.	Students unload unassisted.
Epileptic	Students load unassisted and are seated unsecured.	Students unload unassisted.
Diabetic	Students load unassisted and are seated unsecured.	Students unload unassisted.
Asthma	Students load unassisted and are seated unsecured.	Students unload unassisted.

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Deaf or Hard of Hearing	<p>Students load unassisted and are seated unsecured.</p> <ul style="list-style-type: none"> • Communicate with the passenger. Ask what help he/she needs. Allow time for response. 	Students unload unassisted.
Developmental	<p>Students load unassisted and are seated unsecured.</p> <ul style="list-style-type: none"> • Communicate with the passenger. Ask what help he/she needs. Allow time for response. 	Students unload unassisted.
Autism	<p>Do not use the loading ramp unless authorized.</p> <ul style="list-style-type: none"> • Communicate with the passenger. Ask what help he/she needs. Allow time for response. • Let the passenger set the pace. If the passenger is unable to respond, indicate clearly what you are going to do and what you expect the passenger to do. • If an offer of assistance is declined, stay close by and be ready to assist if circumstances warrant. Secure walking aids in a safe position within reach of the passenger, i.e. crutches. • Follow behind the passenger when going up the steps. • Alternate your steps with those of the passenger. In this manner, your feet will be firmly planted and you will be able to give maximum assistance and support while the passenger takes their step. 	
Blind or Low Vision	<p>Do not use the loading ramp unless authorized.</p> <ul style="list-style-type: none"> • Communicate with the passenger. Ask what help he/she needs. Allow time for response. • Let the passenger set the pace. If the passenger is unable to respond, indicate clearly what you are going to do and what you expect the passenger to do. • If an offer of assistance is declined, stay close by and be ready to assist if circumstances warrant. Secure walking aids in a safe position within reach of the passenger, i.e. crutches. • Follow behind the passenger when going up the steps. • Alternate your steps with those of the passenger. In this manner, your feet will be firmly planted and you will be able to give maximum assistance and support while the passenger takes their step. 	

2A. Accessibility Standard for Customer Service

It is the policy of RCJTC to provide an environment in its facility that builds independence, dignity, integration, and equality of opportunity for all our customers, students, parents/guardians, the public and our staff. Further, RCJTC is committed to giving people with disabilities the same opportunity of access to our services in the same location and in a similar way as these services are available to all others we serve.

Related RCJTC Administrative Procedures

- AP.02.01 *Accessibility Plan – Loading and Unloading*
- AP.02.02 *Accessibility Standards for Customer Service*
- AP.02.03 *Diabetic Hypoglycemic Procedure*
- AP.02.04 *Anaphylactic Procedure*
- AP.02.05 *Transporting Service Animals Procedure*

Related RCJTC Forms

- F.02.01.1 *Personalized Accessibility Plan for Students with a Special Need*
- F.02.01.2 *Specialized Transportation Request*
- F.02.03 *Diabetes Hypoglycemia Emergency Action Plan*
- F.02.04 *Anaphylaxis Emergency Treatment Plan*