

**ROAD EMERGENCY GUIDELINES FOR AGENCY VEHICLE DRIVERS**

Hope Enterprises provides these guidelines to assist drivers of agency vehicles in case of a road emergency. Drivers will function within existing traffic and vehicle operator laws and use reasonable care and judgment in all situations at all times.

Hope provides cellular telephones on its vans for use in emergencies. Van staff will use the telephone to get assistance in an emergency. Inappropriate or personal use of the telephone may be grounds for disciplinary action and/or termination of employment. In the event, there is no telephone available, do whatever is deemed necessary, but do not leave individuals unattended.

COMMON ELEMENTS

1. Grasp the steering wheel firmly
2. Take your foot off the gas pedal
3. Let the vehicle slow down without braking, unless there is a fire or medical emergency
4. Ease vehicle a safe distance off the road
5. After vehicle stops, shift to "Park"
6. Turn off ignition and remove keys
7. Apply emergency brake
8. Put on four-way flashers
9. Set out flares or safety reflectors
10. Contact supervisor/on-call staff for assistance
11. Do not leave individuals unattended
12. Complete an Incident/Accident Report if there is physical harm to a staff or individual
13. Complete a Vehicle Accident/Claim Report if there is damage to a vehicle and/or property damage caused by a vehicle

A. FLAT TIRE OR LOSS OF WHEEL

- ? Follow common elements
- ? Put on the turn signal
- ? Do not change tire yourself – arrangements for road service or a substitute van will be made

B. BRAKE FAILURE

- ? Follow common elements
- ? Pump brake slowly to build up pressure or very slowly apply emergency brake (regular)
- ? Anti-lock brakes – apply steady pressure, keeping foot on the brake

C. STEERING FAILURE

- ? Follow common elements
- ? If stalled in middle of driving lane, evacuate individuals and escort them to safe distance from traffic

D. STALLED AND UNABLE TO START

- ? Follow common elements
- ? If stalled on a railroad track or in middle of driving lane, evacuate individuals and escort them to safe distance from traffic

E. FIRE

- ? Follow common elements
- ? Put on the turn signal
- ? Use fire extinguisher only to ensure safe evacuation
- ? Evacuate individuals and escort them to a safe distance from vehicle and traffic

F. COLLISION INVOLVING AN AGENCY VEHICLE

- ? Follow common elements
- ? Check the individuals and give First Aid if needed
- ? Do not move or evacuate the individuals until Paramedics arrive unless necessary to prevent further injury from another collision
- ? Call 911 for police and/or ambulance if injuries have occurred or are suspected
- ? Get the following information (police may also supply this):
 1. Name of other driver
 2. Address of other driver
 3. Other vehicle's license plate and/or registration number
 4. Other driver's license number
 5. Insurance company, policy number and agent
 6. Witnesses names and addresses
 - ✗ Do not discuss accident details with anyone at scene except the police
 - ✗ Do not sign anything except as required by the police
 - ✗ Complete a police accident report
 - ✗ Complete Vehicle Accident/Claim Report and/ or Incident/Accident Report

G. INDIVIDUAL HAS A SEIZURE

- ? Follow common elements
- ? Put on the turn signal
- ? Check individual
- ? Loosen, but do not remove, the seatbelt
- ? Do not restrain limb movement
- ? Do not put anything between teeth
- ? Do not give anything to drink during seizure
- ? Do not try to stop seizure
- ? Reposition in seat on side if possible
- ? Refer to individual's seizure procedure for specific information
- ? If individual does not have a procedure, call 911
- ? Stay with individual until he has recovered consciousness and is no longer disoriented
- ? Provide First Aid if necessary
- ? Allow individual to rest as long as needed
- ? Contact program supervisor/on-call staff for assistance
- ? Record seizure on Seizure Record. Van drivers are to relay the information to the individual's Program Specialist to record seizure.
- ? Complete an Incident/Accident Report form if necessary due to an injury or unconsciousness of the individual
- ? If injury occurs during the seizure, immediately notify Supervisor/on call staff and obtain appropriate medical treatment

H. INDIVIDUAL HAS A MEDICAL EMERGENCY

- ? Follow common elements
- ? Remain calm
- ? Put on turn signal
- ? Check individual
- ? Call 911 when medical emergency exists:
 - ✍ Excessive bleeding
 - ✍ Severe injury
 - ✍ Failure or obstruction of the respiratory system (breathing)
 - ✍ Failure of the circulatory system (heartbeat)
 - ✍ Behavior that is a danger to self for others and is not manageable
 - ✍ Loss of consciousness
 - ✍ Ingestion of a foreign object or substance
 - ✍ Other
- ? Start CPR and/or provide First Aid where appropriate
- ? Contact Supervisor/on-call staff for assistance
- ? Complete an Incident/Accident Report and/ or Unusual Incident form as applicable