

Busy Bus Protocols:

November 3, 2009

Definitions:

User Group = any seniors group that is eligible to book the bus for a bus trip

Driver = any driver approved by the organization to take user groups on bus trips

Primary Driver = the driver designated by the Busy Bus Committee to take lead responsibility for the upkeep, maintenance, and overall cleanliness of the bus

Passenger = any individual that is a member of a user group on a bus trip

Attendant = any person accompanying passengers for the purpose of support, wheelchair pushing, etc.

Bookings:

User groups can book the bus by contacting: **Holly Lapka by e-mail at l.lapka@cedarsbc.ca** between 9:00 am and 4:00 pm Monday to Friday. Bookings preferably are made 4 weeks in advance. The specific location of the trip can be determined closer to the trip time but long enough in advance for the driver to review the request.

The cost of the bus is **\$ 33.00 per hour**

Driving time includes the time from the Works Yard where the bus is stored to the location of pickup and back to the Works Yard at the end of the trip. When the passengers disembark at their final location at the end of the trip, the driver will complete a trip record of mileage, driving time and standing time, and ask the user group to co-sign it as correct relative to mileage and hours.

Billings:

The drivers will submit the trip records as invoices to The Cedars.

Twice a month invoices will be sent to user groups by The MASH office. Twice a month drivers will receive their honorarium by mail for the time they were involved.

Financial Records:

Financial statements will be compiled by the MASH Bookkeeper monthly for review by the MASH Board.

Annual Report and Audited Statements:

The Busy Bus will be included in the Annual Report of MASH and will be included as part of the audited financial statements.

1. **Expectations of Drivers:**

- 1.1 all drivers must have a Class 4 license, a Driver's Abstract, and a Criminal Record Check (MASH will reimburse the cost of the Criminal Record Check). All drivers should resubmit a Driver's Abstract every year to the MASH office.
- 1.2 a primary driver will be designated to ensure that MASH has insured the bus annually and the sticker is in place, regular maintenance is scheduled (oil and lube, etc.), and other logistics related to the overall running of the vehicle
- 1.3 the primary driver makes sure the bus is cleaned inside and out every two weeks (1 hour of time)
- 1.4 the primary driver ensures supplies for cleaning are available
- 1.5 all drivers sweep out the bus after each run
- 1.6 all drivers clean with disinfectant any area that has had a bodily fluid spill – incontinence, emesis, etc.
- 1.7 all drivers will ensure the bus is ready for the next trip by gassing up prior to parking for the evening or as part of the return of the current user group so it is ready for the next user group pickup – all gas fills will be reconciled with the license number of the vehicle involved by the source
- 1.8 all drivers will arrive at the location of pickup at least 10 minutes prior to the booked time of departure to maximize the outing time
- 1.9 all drivers have responsibility for ensuring any occupied wheelchairs are tied down and belted in correctly, and any folded chairs or walkers are secured
- 1.10 all drivers drive within the speed limit and use defensive driving including anticipatory braking except in an emergency
- 1.11 all drivers are first responsible for the safety and security of the vehicle and secondarily responsible for the safety of the passengers – therefore, the drivers need to be able to off-load the passengers and go off to park the vehicle, and to leave the passengers at the end of a bus trip to go off and retrieve the vehicle to the loading area
- 1.12 all drivers must not leave keys in an unattended bus
- 1.13 if the passengers are frail physically, the driver is expected to stay with the group at the venue in order to be of assistance should a person become unwell, fall, etc. and need attention or cause the group to have to leave earlier than planned

2. **Expectations of User Groups:**

- 2.1 User groups who are booking a trip to a place they have not been to before by bus are to contact the venue to determine that it is accessible for bus loading and unloading and to determine where a bus is to park if the bus is staying at the venue
- 2.2 if the user's passengers are wheelchair or walker-dependent, the user is responsible for determining that the selected venue is wheelchair or walker accessible before the trip is booked
- 2.3 if the bus driver is remaining at the venue and there is an entrance fee or a meal included for the passengers, the user group is to pay for the entrance fee for the driver and/or the meal for the driver up to a set cost for the meal

- 2.4 the user group can offer the driver the option of leaving the group and returning later if both the driver and the user group agree this is a safe alternative relative to the passengers involved
3. **Expectations of Passengers:**
 - 3.1 passengers are ready to leave 10 minutes prior to departure time so the driver can plan appropriate boarding
 - 3.2 passengers take direction from the driver as to the order they should board – wheelchairs and walkers being a major factor
 - 3.3 passengers use seatbelts at all times as directed
 - 3.4 passengers identify concerns to their attendants if there is a problem they experience on the bus – they do not distract the driver
4. **Expectations of Attendants (paid staff &/or volunteers):**
 - 4.1 attendants have the passengers ready 10 minutes ahead of departure time so the driver can review the size of the wheelchairs, the number of wheelchairs and walkers, and develop a loading plan
 - 4.2 attendants are responsible for supervising the passengers so as not to distract the driver
 - 4.3 attendants will take direction from the driver regarding order of loading passengers once the number of wheelchair and walker users is identified
 - 4.4 attendants will let the driver know if there is a problem during a trip that needs to be addressed prior to reaching the destination
 - 4.5 an attendant will be provided by the booking organization for every wheelchair rider if the trip involves anything other than a “country drive” or direct arrival at a restaurant or a concert venue. Appropriate ratios of attendants will be provided for mobile passengers (walking with or without walkers).
 - 4.6 the driver can provide attendant support but has to be free to leave the group at any time to go and retrieve the vehicle or move it if it is parked in a place that requires a change (time limit, other traffic, etc.)
5. **Equipment on Board:**
 - 5.1 appropriate first aid supplies need to be on the bus – replaced by the driver (at MASH) at the cost of the user group that used the supplies
 - 5.2 cell phone on board for emergency use or calling for help
 - 5.3 lap blankets for use both during trips and if there were an incident in which a passenger(s) needed to be kept warm and comfortable until an ambulance arrived
 - 5.4 cleaning supplies – broom, dust pan, Lysol wet wipes, Isagel container attached to wall of bus by doorway and replaced as needed, access to disinfecting equipment after a trip if required – use of bleach and water preferred and guidance from housekeeping re current practice; large garbage bags for trash after an outing (picnic, drive-through) or to protect a seat from incontinent accident; small garbage bags for car sickness or episode of emesis
 - 5.5 jumper cables on board for use by drivers
 - 5.6 driver to ensure supplies are replaced if used or lost; lap blankets to be laundered monthly by Pleasant View Care Home

5.7 any supplies needed for personal care will be supplied by the user group

6. **Locations for which the Busy Bus Can be Booked:**

- 6.1 User groups can request access on the Bus for outings to any location within the Mission, Abbotsford, Chilliwack area without additional planning with drivers
- 6.2 User groups who wish to go further than these communities need to clarify with drivers that one is available to go further since the time commitment will be longer than the usual outing
- 6.3 any location being requested has to have an area that can accommodate the bus to safely drop passengers off and be able to be parked safely and securely while at the location
- 6.4 if the bus arrives to a location and the driver is unable to find a safe location to off-load passengers, an alternative plan will be negotiated between the driver, the passengers, and the attendants regarding another option than the one originally arranged – this may mean a different restaurant, a different entrance to a park, etc.
- 6.5 drivers have the right to review a requested trip location and identify that because of knowledge they have of the inability of the location to accommodate the bus that they cannot go there and to suggest an acceptable alternative to the user group – the driver who is assigned to the trip is expected to notify the user group of this problem and recommended change as soon as they are aware so the user group is able to plan accordingly

7. **Length of Trips:**

- 7.1 common trip lengths are half days (2 – 3 hours) – morning, afternoon, or evening
- 7.2 if a user group wishes to request a trip for a whole day or longer, the request should ideally be made 4 weeks in advance to allow time to review availability of drivers and whether any other users need to be asked to reschedule due to their expected regular bookings

8. **Cancellations:**

- 8.1 If a user group has to cancel a trip, 48 hours notice is requested. If less than 48 hours notice is provided, a cancellation fee of one hour of standing time may be charged to the user group because the driver and other user groups will have been inconvenienced
- 8.2 If a user group has to cancel due to an infectious disease outbreak or inclement weather, no cancellation fee will be charged
- 8.3 If a driver has to cancel due to inclement weather or because the bus is not roadworthy, the driver is to notify the user group as soon as such a cancellation is being made
- 8.4 If a driver has to cancel due to illness, the driver is to contact the dispatcher as quickly as possible so an alternate driver can be arranged if at all possible. The dispatcher is to notify the user group if the trip cannot go ahead
- 8.5

9. **Conflict Resolution Between the Parties:**
- 9.1 If there is a disagreement between the attendants and the driver about some aspect of the participants, the outing, or the driving of the driver, the first step is to refer to protocols and identify whether that can resolve the question
 - 9.2 If there is a need for further protocol development to prevent such disagreements, the Busy Bus Operating Committee should be consulted
 - 9.3 If the parties involved are unable to resolve the issue, the party that remains concerned needs to identify to the other that a solution is not satisfactory or is not obvious, and they will be seeking assistance to help resolve it. The appropriate person to approach for assistance in this conflict resolution would be Tricia Schweers, Executive Director at The Cedars, who will keep the Busy Bus Committee apprised.

Useful Information:

- 1. Bus seating capacity is 17 walk-on passengers, 6 wheelchair seated passengers and 6 attendants, and combinations thereof.
- 2. There is storage space for folded up wheelchairs and walkers immediately inside the entrance door. This will accommodate up to 6 folded walkers or up to 4 folded wheelchairs depending on their size.
- 3. Passengers should stay in their wheelchairs on the bus unless there is a need to accommodate many passengers at once for a short time.
- 4. There is an overhead rack on the entry side of the bus to accommodate lap blankets, etc.
- 5. A small petty cash component will be needed for the drivers to access if they are going to have to deal with fees charged to the bus