

CLAIBORNE COUNTY HUMAN RESOURCE AGENCY/
PUBLIC TRANSIT
SAFETY POLICY



Effective January 24, 2017

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CLAIBORNE COUNTY HUMAN RESOURCE AGENCY

SAFETY MANUAL

1703 BRIDEWELL LANE, PORT GIBSON, MS

Subject: Vehicle Evacuation

Section:

Effective Date: Effective January 24, 2017

Approved By: Claiborne County Human Resource Agency's Board of Directors

Approval Date: January 23, 2017

Directive:

To provide vehicle evacuation procedures for emergency situations.

Procedure:

EVACUATION PROCEDURES

Remember your first priority in any emergency situation is to protect your passengers and yourself. In the event of a fire or collision that requires evacuation of the vehicle you should follow the following steps:

1. Stand (if vehicle height permits), open the doors (ensure that exits are open and usable), face the passengers, and get their attention. Explain that there is an emergency and that they must evacuate the vehicle immediately.
2. Give clear directions to the passengers, telling them which exit to use and pointing to the exit(s).
3. Direct the evacuation advising, if necessary, not to push.
4. Ask an able-bodied passenger to stand outside the front door to account for the passengers and to assist them if necessary (offer a hand, do not pull anyone out).
5. Ask another able-bodied assisting passenger to take the passengers to a safe place that you designate, at least 100 feet (approximately 40 paces) from the vehicle.

6. Keep the passengers in a group and safely away from the vehicle, traffic and any other hazards.
7. Assist passengers with disabilities.
 - a. You should evacuate a passenger in a wheelchair only if it is more dangerous to leave them on a bus (e.g. fire, fuel leak, explosion, bomb threat, traffic hazard, physical peril).
 - b. Use the lift or ramp if available (you may have to use the manual function of the lift).
 - c. If time or situation does not allow the use of the lift and if the vehicle's aisles are large enough, carry a passenger in a manual wheelchair out of the door, while keeping the passenger in his/her wheelchair. Use the assistance of another passenger. Carry the wheelchair backwards to prevent from tipping the passenger out of their wheelchair. If vehicle size does not allow evacuation with the wheelchair, proceed to step "d".
 - d. If assistance is not available, or time does not allow, lift or drag the passenger (depending on passenger size relative to your individual strength) through one of the emergency exits. It may be best to check with the passenger as to how they feel you can best accomplish this maneuver. He/She may have some experience with similar types of transfer.
8. If safe to do so, check the vehicle to ensure that no one is left behind.
9. Remain calm during the evacuations proceedings. Your passengers will look to you for direction, and they will be less likely to panic if you remain calm.
10. If you have not done so by now, call for assistance. If you are unable to make the call, direct one of your passengers to call 911 for assistance.
11. If safe to do so, and if a fire is involved, attempt to put out the fire with fire extinguisher.
12. If able to access them, position the emergency reflectors.
13. Notify agency of incident or situation immediately

Responsibilities:

The Executive Director or Operation Supervisor is responsible for training staff in the implementation of this procedure. This procedure shall be reviewed annually with all staff.

SUBJECT: SEATBELT POLICY

Directive:

To comply with all Mississippi traffic laws requiring vehicle occupants to wear safety belts.

Procedure:

Agency Employees

All Agency employees are required to wear safety belts while operating or riding as a passenger in any Agency vehicle.

Passengers

All passengers are required to wear safety belts.

Each passenger must have his/her safety belt securely fastened before the vehicle will be permitted to begin movement.

Passengers seated in wheelchairs will be secured via an approved four-point restraint system. (Please see the Wheelchair Securement policy located in the CCHRA's ADA policy.)

Children

Children under the age four (4) and/or under forty pounds must be properly secured in accordance with the manufacturer's instructions in a child restraint system that meets federal motor vehicle safety standards.

Drivers will be responsible for properly securing the child restraint system in a passenger seat. Parents will then seat and secure the child in the restraint seat. The driver will then ensure that the child is appropriately secured before placing the vehicle in motion.

Exceptions for agencies that require the use of seatbelts.

If the seatbelt is not enough to be secured, manufacturer's seatbelt extensions will be used. If the extensions do not correct the situation, the passenger will not be required to wear a

seatbelt. The driver should document on his/her manifest that the seatbelt could not be secured. Every effort will be made to resolve this situation.

Passengers who state they have a medical condition which prohibits the use of seatbelts, will not be required to wear the seatbelt. This must be documented on the driver's manifest.

The dispatcher will enter the information under special needs for future trips.

Do not ask the passenger the disability or medical condition that prevents the use of the seatbelt.

Responsibilities:

It is the responsibilities of all Agency employees to ensure that safety belts are worn at all times while in any Agency vehicle. Drivers will be responsible for ensuring that all passengers are wearing safety belts in accordance with this policy.

SUBJECT: **ACCIDENT/INCIDENT POLICY**

Directive:

To provide handling guidance for all accidents and incidents involving transit vehicles.

Definitions:

Accident: any circumstance involving a transit vehicle, whether in revenue or not, and/or secondary vehicle(s) resulting in damage to one or more vehicles, property, or bodily injury and requiring the response of local law enforcement and/or emergency services personnel.

Incident: any circumstance involving a transit vehicle, whether in revenue or not, resulting in damage to the transit vehicle and/or Agency property, bodily injury to a passenger or employee, or violation of any policy or prohibited behavior (i.e. disruptive behavior, prohibited items brought on board, etc.).

Procedure:

Accidents

All drivers, dispatchers, supervisors and any other staff members must report **all** accidents to the Executive Director as soon as possible.

All drivers involved in an accident must perform the following actions:

1. Check for personal injury
2. Check all passengers for injury
3. For all accidents involving secondary vehicles, check the driver and passengers of second vehicle for injury.
4. If vehicle(s) is in operational condition, move to a safe area not obstructing the flow of traffic.
5. Notify dispatcher of the accident.
 - a. If the driver has a cellular telephone, either business or personal, notify local law enforcement and emergency services personnel if required

- b. If the driver does not have a cellular telephone, inform dispatcher that local law enforcement and emergency services personnel are required and provide all necessary location information if necessary.
6. Remain at the scene until released by law enforcement or emergency services personnel.
7. If necessary, make tow arrangements.
 - a. If the transit vehicle requires tow services, the responding Supervisor/Executive Director will make arrangements.
 - b. If an involved secondary vehicle(s) requires tow services, the driver/owner of that vehicle will be responsible for arrangements.
 - c. If no Supervisor/Executive Director is able to respond, inform dispatcher that tow services are required.
8. Complete any required accident investigation documentation required by the Agency.
9. Report for any required drug and alcohol testing as outlined in the agency substance abuse policy.

Incidents

All drivers are required to report all incidents to the Supervisor/Executive Director as they occur. If it is not possible to report the incidents as they are occurring, the incident must be reported when the driver returns to base or within twenty-four hours from occurrence whichever is most feasible.

All drivers involved in an incident must perform the following action:

1. Check for personal injuries.
2. Check all passengers for injury.
3. Notify dispatcher of the incident. If required, inform dispatcher that local law enforcement and emergency services personnel are required and provide all necessary location information. Monitor radio traffic for requests of additional information.
4. If the driver is unable to contact dispatch and the driver has a cellular telephone, either business or personal, notify local law enforcement and emergency services personnel if required.
5. If passengers are on board and vehicle is operational:

- a. Complete assigned trips, informing dispatcher that a vehicle incident has occurred.
 - b. After the final passenger has debarked, park the vehicle in an area as not to obstruct the flow of traffic.
 - c. Complete an Incident Report form.
 - d. Submit the Incident Report form with all manifests at the end of the shift.
6. If no passengers are on board and the vehicle is operational:
- a. Park the vehicle in an area as not to obstruct the flow of traffic.
 - b. Complete an Incident Report form.
 - c. Submit the Incident Report form with all manifests at the end of the shift.
7. If the vehicle is inoperative:
- a. Inform dispatcher that a vehicle incident has occurred.
 - b. Request a back-up vehicle
 - c. Inform dispatcher that tow services are required.
 - d. Complete an Incident Report form.
 - e. Submit the Incident Report form with all manifests at the end of the shift.

Responsibilities:

It is the responsibility of all drivers to ensure that accidents/incidents are reported to the appropriate Agency personnel in a timely manner.

SUBJECT: INJURY ON THE JOB

Directive:

To provide directions for employees who sustain injury while on duty.

Procedure:

Claiborne County Human Resource Agency's employees are responsible for exercising care and good judgement in preventing accidents. Each employee will:

- Report all unsafe practices or conditions to the Executive Director
- Use proper judgement to avoid accidents
- Participate in all safety training
- Become familiar with, and operate within, all safety procedures for assigned work activity
- Notify the Executive Director immediately when taking medications which may impair physical or mental alertness and affect ability to perform a job safely. Executive Director or Operation Supervisor will determine if it is safe for employee to perform job duties.
- Use or wear protective equipment at all times and obtain replacement for such equipment when damaged or otherwise unserviceable
- Notify appropriate emergency services for all injuries requiring immediate medical attention
- Promptly report all work related injuries and accidents to the Executive Director
- Accurately complete an Employee Statement on appropriate accident reports and submit to the Executive Director immediately

The Executive Director will provide the Safety Committee a copy of pertinent information and documentation regarding any injury to any employee sustained while on duty within 48 hours of the injury. The Safety Committee will conduct an investigation and report of all findings and recommendations to the Executive Director within 30 days of the injury. Recommendations that required immediate action will be noted on the Safety Committee's report. The Executive Director will review the Safety's Committee's findings and recommendations. Each recommendation will be documented with the action taken by the agency. The Safety Committee will be provided a copy of the actions taken within 120 days of receipt of the findings and recommendations.

Additional requirements including seeking medical attention are addressed in Claiborne County Human Resource Agency's Personnel Policy & Procedure Manual.

RESPONSIBILITIES:

Responsibilities shall be as defined above.

SUBJECT: BLOODBORNE PATHOGENS PROTECTION

Directive:

To ensure that the Occupational Health and Safety Administration (OSHA) bloodborne pathogens regulations are followed.

Definitions:

Bloodborne pathogens are potentially infectious microorganisms that are present in human blood and can cause disease in humans. These pathogens can result in the development of the acquired immune deficiency syndrome (AIDS), hepatitis, and other diseases.

Procedure:

CCHRA employees may be exposed to bloodborne pathogens in the performance of their duties. All employees will receive bloodborne pathogen training annually. Training is mandatory.

In the event of a biohazard spill as a result of a vehicle accident or onboard injury, first aid for injured passengers, along with notification of appropriate medical assistance personnel, should be the first priority. Additionally, a biohazard spill may occur as a result of vomiting or loss of bladder control. Anytime the driver administers first aid, latex gloves and other personal protective equipment should be used.

Contaminated items should be carefully placed in the designated biohazard disposal bag.

Following first aid administration, where necessary, the vehicle must be cleared of the spill. The following steps should be followed:

1. Contact dispatch and describe the situation.
2. If you are instructed to wait for assistance, secure the vehicle and wait.
3. Locate the biohazard kit that is on the vehicle. Avoid stepping in the fluid spill.
4. Put on the disposable gloves found in the biohazard kit when giving any first aid or cleaning up any potentially dangerous bodily fluid spill, such as blood, vomit, urine or defecation.
5. Cover the spill area with the disinfectant found in the biohazard kit.
6. Using the appropriate instrument from the biohazard kit, dispose of any material that may be contaminated by placing it in the biohazard bag found in the biohazard kit.

7. If the cleanup includes broken glass or other sharp objects, take extra precautions. Use mechanical means rather than using your hands to pick up the objects and dispose of them in the leak proof, puncture proof container provided in the biohazard kit.
8. Discard carefully all clean up materials including gloves in the biohazard bag.
9. Double bag the biohazard bag immediately if there is any possibility of it ripping or tearing.
10. Ensuring that all biohazard materials are placed in the appropriate transit system depository.
11. Thoroughly wash hands with soap, disinfectant and running water as soon as possible.
12. Complete all required incident documentation.

All CCHRA employees are required to read and become familiar with this plan.

SUBJECT: **BLOODBORNE PATHOGEN/FIRST AID KITS**

Directive:

To provide guidance for the proper inspection of onboard safety equipment.

Procedure:

Hazardous Material kits are available in each vehicle and are equipped with necessary supplies for cleaning vomit, blood, and other bodily fluids. Hazardous Material kits are located near the front of each bus, in the rear cargo area of each minivans and vans.

The following items are found in each kit:

50 m –mt box

Absorbent powder

2- Bio-hazard bags with tire

Certi – Odie control spray with top

Cert- soyo cleanser with top

2-masks

Disposal vinyl gloves (minimum of two pair);

Scraper, small, plastic

Towel, paper crepe

4- Antimicrobial towelettes

Dust pan and broom set

First aid kits are also located near the front of each bus, in the rear cargo area if each minivan and vans.

Each driver is to become familiar with the location of each kit and assure the kit is in each vehicle during the pre-trip inspection.

When performing the daily pre-trip vehicle inspection, every CCHRA driver is required to ensure that each hazardous material and first aid kit has all the necessary materials. If any kits needs

supplies (e.g. supplies used, damaged, missing, or otherwise unusable) please notify the dispatcher or operation supervisor immediately. Gloves must be replaced regularly due to deterioration caused by prolonged storage periods.

Responsibilities:

Drivers are responsible for ensuring that all kits are present and supplied appropriately during each pre-trip inspection.

SUBJECT: **SAFETY REFLECTORS**

Directive:

To establish the appropriate use of reflective safety indicators during emergencies.

Procedure:

Each vehicle has three (3) red reflectors (triangles) located behind the driver's seat. The reflectors may be used both day and night.

One (1) reflector should be placed accordingly:

- At the side of the vehicle on roadway side-safe distance from the vehicle and oncoming traffic.
- Approximately 40 paces or 100 feet to the area of the vehicle. If there is a hill or curve, the distance should be greater, but no farther than 300 feet.
- Approximately 40 paces or 100 feet in front of the vehicle, again using greater distances if conditions warrant. Instructions on where to place the triangles are also on the lid of the triangle container.

The driver should wear the reflective vest whenever a roadside emergency occurs or when the driver must be in the roadway.

Responsibilities:

Responsible shall be as defined above.

SUBJECT: **USE OF A FIRE EXTINGUISHER**

Directive:

To provide guidance on the safe and effective use of fire extinguishers during a fire emergency.

Procedure:

All vehicles are equipped with a 10lb.* fire extinguisher.

*All vehicles are required to contain a minimum 5lbs. extinguisher; however, it is highly recommended that all vehicles contain a 10lb. extinguisher

As part of the daily pre-trip inspection, all certification tags associated with fire extinguishers must be up-to-date. All agency fire extinguishers are to be inspected as part of the annual maintenance inspection.

Employees are not required to fight a fire. If there is the slightest doubt about control of the situation, **DO NOT FIGHT THE FIRE.**

Use a mental checklist to make a Fight-or-Flight Decision. Attempt to use an extinguisher only if ALL of the following apply:

- Dispatch and emergency personnel have been contacted.
- The vehicle is evacuated.
- The fire is small, contained, and not spreading beyond its starting point.
- The exit is clear, there is no imminent peril, and you can fight the fire with your back to exit.
- You can stay upwind or low and avoid smoke. Smoke inhalation must be avoided since only a small amount of toxic smoke can render the operator unconscious.
- The proper extinguisher is immediately at hand.
- You know how to use the extinguisher.

Whenever possible, use the “Buddy System” to have someone back you up when using fire extinguisher. If you have any doubt about your personal safety, or if you cannot extinguish a fire, leave immediately and close off the area (close the doors, but DO NOT lock them).

Direct the extinguisher at the base of the flames and implement the following P.A.S.S. method:

P	A	S	S
Pull the Pin on the extinguisher handle.	Aim the hose at the base of the flames from a safe distance. Keep in mind that the farther away from the base of the flames, the less effective the extinguishing material.	Squeeze the handle of the extinguisher. Do not squeeze the handle until the entire canister has emptied; rather two to three second bursts as needed.	Sweep from side to side. It is important not to aim the nozzle at one point, rather spread the material over the entire effected area.

Note: Extinguisher material is expelled at a very low temperature. Avoid inhaling material, prolonged exposure with skin, or contact with eyes.

Recharge any discharged extinguisher immediately after use. If you discharge an extinguisher (even just a tiny bit) or pull the pin for any reason, arrange for a replacement.

RESPONSIBILITIES:

Operation Supervisor will ensure that all transit system fire extinguishers have been charged and inspected as required. Drivers will ensure that all vehicle fire extinguishers are in compliance with the above policy.

SUBJECT: INCLEMENT WEATHER CONDITIONS

Directive:

To provide guidance on the safe operation during poor weather conditions.

Procedure:

Tornado

If a tornado warning is sounded or broadcast, employees will immediately report to the designated shelter. If drivers are in vehicles, drivers and passengers should exit the vehicle and seek shelter in a ditch, under a bridge, in the basement or a nearby building or in the safest possible place given the situation.

If possible, continue monitoring local weather reports.

Management will determine when personnel and vehicles can return to a normal operating mode.

If vehicles have sustained any damage from wind or wind-blown debris, they should be inspected and cleared by Operation Supervisor before operating again.

Flood Procedures – Vehicle

The Executive Director or Operation Supervisor will inform drivers that the following emergency flood preparedness measures are to be taken:

- Management will determine when and if transit services need to be discontinued.
- Vehicles that are parked in areas that could flood must be moved to high ground if possible.
- In case of flash flood warnings, drivers on the road must avoid known flood areas. Never attempt to cross roads or bridges that are flooded. If your vehicle stalls because of high water, it is generally safer to stay in the vehicle and radio for emergency help rather than try to walk through fast flowing water.

Snow Emergencies

Every effort will be made to provide service during inclement weather.

Based on information provided by the local enforcement, the Executive Director will make the decision if the system will close.

It may be necessary to limit service within the city limits or for emergency needs only.

Staff should tune to television stations, local radio stations and CCHRA's website for cancellation of service.

RESPONSIBILITIES;

The Transit Director shall be responsible for determining limited service or service cancellation during inclement weather. All other responsibilities shall be as defined above.

SUBJECT: DISRUPTIVE/ABUSIVE PASSENGERS

Directive:

To provide direction for the transport of abusive or disruptive passengers.

Definitions:

Abusive behavior includes, but is not limited to:

- ✓ Physical altercations with Agency employees or other passengers.
- ✓ Threatening or intimidating language.
- ✓ Excessive profanity.
- ✓ Shouting at Agency employees or other passengers.

Procedure:

Any behavior deemed abusive or disruptive will be reported to the Transit Director by the Driver.

Any passenger engaging in abusive or disruptive behavior will be given one (1) written letter requesting that the abusive or disruptive behavior cease while being transported on Agency vehicles.

Further instance of abusive or disruptive behavior will be given a written warning that any future instances of such behavior will result in suspension and possible expulsion from riding aboard Agency vehicles.

Any passenger exhibiting continuing abusive or disruptive behavior after written warnings shall have his/her riding privileges suspended as follows:

- 1st Offense: Riding privileges suspended for two (2) weeks.
- 2nd Offense Riding privileges suspended for one (1) month.
- 3rd Offense Riding privileges suspended for ninety (90) days.
- 4th Offense Riding privileges permanently revoked.

Executive Director may override steps of discipline from 1st offense to 3rd offense. In addition, 4th offense can be expedited by the Executive Director upon approval of the Board of Directors.

Passengers claiming a medical condition for such abusive or disruptive behavior will need to contact the Executive Director to provide documentation of such condition and to make arrangements for transportation

RESPONSIBILITIES:

All Drivers are responsible for reporting abusive or disruptive behavior. The Operation Supervisor and/or Executive Director will be responsible for determining the consequences and enforcement of such behavior.

SUBJECT: LOCAL LAWS AND ORDINANCES

Directive:

To establish guidelines wherein all applicable local, state, and federal laws are kept in adherence.

Procedure:

The policies and procedures set forth in this manual are not to supersede or replace any existing local, state, or federal laws.

Regulations from the following Federal organizations will be in effect:

- ✓ United States Department of Transportation
- ✓ Federal Transit Administration
- ✓ Federal Motor Carriers Safety Administration
- ✓ Occupational Safety and Health Administration

In conjunction with all applicable Federal regulations, all applicable Mississippi Revised Code, Mississippi Constitution, Mississippi Administrative Code, and City of Port Gibson laws and ordinances will be effect. The most stringent law will apply.

Please refer to a specific policy or procedure for any applicable laws or ordinances.

RESPONSIBILITIES:

It is the responsibility of all employees to adhere to all applicable local, state, and federal laws and ordinances.

SUBJECT: **WHEELCHAIR SECUREMENT**

Directive:

To comply with the Americans with Disabilities Act of 1990 in providing equal access to public transportation for persons with disabilities.

Procedure:

All CCHRA's passengers must wear safety belts at all times while aboard any CCHRA's vehicle. All passengers using wheelchairs and other mobility devices will be secured using a four-point tie-down system.

CCHRA cannot deny service to any passenger if the wheelchair or mobility device cannot be secured to the satisfaction of the driver.

When a wheelchair or mobility device is difficult to secure properly, the driver is expected to make every effort at securing before requesting that the passenger transfer to a regular seat. The driver may request the passenger transfer to a regular seat, but will not be permitted to require the passenger transfer if proper securement is not possible.

Wheelchairs and other mobility devices are to be secured facing forward.

The four-point tie down system will be used for all mobility devices.

Use the seatbelt (with shoulder restraint), which attaches to the floor if the vehicle is equipped with one.

Ensure that the lap belt stays on.

If the shoulder restraint cannot be used the lap belt alone will suffice; however, these should be rare occasions.

Ensure that the mobility device brakes are applied.

Attach straps to the floor connection points first.

Connect front tie down straps (pull or cam type; not ratchet) to a T-connector or the wheelchair frame on the front half of the wheelchair.

Connect back, ratchet tie-down straps to a T-connector on the back half of the wheelchair.

Do not connect straps to the wheels, footrests, armrest or any detachable or flexible part of the wheelchair. Do not pass the straps through the rear spokes.

A tightened tie-down strap must form a straight line (no slack) at a 45-degree.

Exercise proper bending techniques when securing straps.

Unoccupied wheelchairs (when the passenger has transferred to a seat) must be tied down securely.

Verify straps are secure and that the device does not move.

Electric wheelchairs must have the power turned off while secured.

Reminder:

- Store loose tie-down straps when not in use.
- Keep tracks clean and free of dirt and debris.
- Pull a wheelchair downhill and push when moving uphill.
- Always inform dispatch when you are loading a wheelchair passenger.
- Immediately report any malfunctions with lift equipment to dispatch so that repairs can be scheduled as soon as possible.

RESPONSIBILITIES:

The Executive Director is responsible for ensuring all drivers are trained in the procedure.

SUBJECT: PASSENGERS WITH PORTABLE OXYGEN BREATHING AIDS

Directive:

To provide guidance on transporting passengers using portable oxygen breathing aids.

Procedure:

Passengers should inform the scheduler at time of reservation that a portable oxygen breathing aid will be transported with the passenger.

Drivers will be aware of the features and problems associated with portable oxygen aids. All drivers will receive training on the features of portable oxygen tanks during new hire training. Specific procedure will be available as necessary. The following general procedures will apply to most portable oxygen aids:

- Drivers will secure all oxygen containers during transportation by the most secure means available.
- Container commonly secured to a mobility device may stay in those securements.
- Containers attached to mobility aids such as walkers must be separately secured to the vehicle by the most secure means available.
- Spare tanks must be secured to the vehicle by the most secure means available.

Passengers are to be advised by dispatch of the estimated length of the trip and the time that the passenger is expected to be on the vehicle. This may impact the quantity of oxygen the passenger requires.

Drivers are not permitted to connect hoses, disconnect hoses, or change oxygen tanks.

RESPONSIBILITIES:

Responsibilities as defined above.