

MANUAL OF ADMINISTRATION

TOPIC: Support Services	SUBJECT: Vehicle Authorization and Use	Code: SS210
		Date of Issue: November 1994
		Revised: March 2016
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PURPOSE: This policy is to define the use of personal vehicles while supporting clients. Safety of everyone is the first priority. Employees are required to have a valid driver's licence.

Note: People whom have a history of aggression or are unsafe in vehicles will NOT be transported by staff in their car without prior permission of management.

In the case of a medical emergency call 911 for appropriate services.

If the client is in crisis contact the office or On-Call for further direction.

1. Personal vehicles should not be used while supporting a client. The use of generic transportation is advisable, i.e., bus, taxi, Lift+, transit, walking, family vehicles.
2. An exception may need to be made to use a personal vehicle due to distance of travel or lack of availability of generic services. If an exception needs to be made, this will be done only with the approval of a Manager or On-Call Supervisor (after hours). Avenue II will not be responsible for damages incurred to the vehicle. Employees are encouraged to pre-plan rides or seek vehicle authorization in advance from their Manager.
 - a. Staff calling for vehicle authorization will be directed to the Team Manager or the Manager who is covering their absence as a result of a vacation, etc.
 - b. Ensure your request is consistent with Support Strategy and Team Manager direction.
 - c. If the Team Manager is unavailable, the call will be put through to the Manager's voicemail.
 - d. If an employee cannot reach the Team Manager, then the employee must make their own decision on whether or not to proceed with using their own vehicle.
 - e. The employee will leave a detailed message on their Manager's voicemail explaining the situation and the Manager will get a hold of the employee when they are able.
 - f. All reasonable requests by the employee will be retroactively approved.

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3. If a personal vehicle is used, the client must be **calm and under control** and will be supported to:
 - Sit in the back seat, behind the front passenger seat.
 - Wear a regulated seatbelt at all times.
 - a. If the client is upset or anxious, he or she will not be permitted to get in the vehicle.
 - b. If the vehicle is in motion and the client gets upset or anxious, the vehicle will be stopped, the keys removed from the ignition, and the issue resolved before the vehicle is started again.
 - c. If the vehicle is a truck, the client must sit in the passenger seat to the far right of the vehicle.
 - d. If the vehicle is a Jeep, the doors and roof must be on the vehicle at all times.
4. Avenue II will pay mileage as per the collective agreement for transporting a client **ONLY** if approval has been given for a personal vehicle to be used. There may be exceptions where vehicle approval is given, but mileage is not covered by Avenue II.
5. As per the Highway Traffic Act, a driver is responsible to be in control of his or her vehicle at all times and, therefore, the driver is responsible for any damages from its operation.
6. All employees who use their vehicles while at work, as well as to and from work are required to submit a photocopy of their valid insurance certificates and a valid driver's licence are required to submit an updated copy of their insurance certificate when the certificate filed with Administration has expired.
 - a. Employees are required to have \$1,000,000 liability insurance, valid driver's licence, and proper business coverage on their vehicles if the vehicles are used for Avenue II business.
 - b. Avenue II has the right to examine the validity on employees driving status at any time.

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- c. Employees are required to sign a statement indicating that they have the appropriate coverage as stated in 6.a. This statement must be updated when an updated insurance certificate is given to Administration.
 - d. Failure to submit required forms by the expiry date will result in disciplinary action.
7. All traffic violations and infractions incurred while conducting Avenue II business remain the sole responsibility of the driver. Avenue II will not incur costs for such violations or court appearances.
8. All employees should check with their insurance company on coverage available for usage for work. Insurance will not cover mechanical damages made by another client. Avenue II will not be responsible for damages incurred while transporting a person we support.
9. The use of any recreational vehicle needs to be approved by a Manager, Director, General Manager or On-Call Supervisor prior to the use of such a vehicle. When the use of a recreational vehicle has been approved, all Ministry of Transportation regulations must be adhered to.
10. At **NO** time will a client be transported in the back (open or where there are no seats) of a moving vehicle; i.e., a jeep or a truck.
11. At **NO** time will a support worker be smoking while using their vehicle with a person we support.
12. At **NO** time will a client be left unsupported in a vehicle. Keys are not to be left in the ignition.