



## FLEET SAFETY PROGRAM - SAMPLE

Your organization seeks to provide a safe and secure environment for all drivers and passengers of our vehicles.

While financial costs arising out of accidents may be covered by insurance, there are other losses, more important than the financial, which we seek to avoid. These include:

- Injury or death to drivers and passengers;
- Diminishment of our reputation as a preferred service provider;
- Loss of use of vehicle while it is being repaired;
- Replacement of injured drivers;
- Hiring and training of new drivers;
- Time lost doing accident investigation and completion of reports and forms; and
- Unusual clerical time and expense

### SAMPLE LETTER TO DRIVER

[Presented on Organization's Letterhead Stationery]

#### Fleet Safety Policy Statement

To All Drivers:

The safety of our drivers and passengers is of the highest importance. Drivers play a key role in our company's effort to reduce vehicular accidents that may result in death, injuries, or property damage.

The effectiveness of our fleet safety program is of the highest priority. [Insert Fleet Supervisor Name] has been given the responsibility and authority to operate the program on a day-to-day basis and reports to me. He/she is available to help each of you perform your job safely.

I request your help and ask that you be constantly alert to the hazards of your driving job and activities. Please don't hesitate to bring in safety suggestions to your supervisor. Or, if you desire, you can email them to me directly at [insert email address].

Sincerely,

[Insert signature of top-level manager, owner, president, etc.]

## DRIVER TRAINING

All drivers are required to pass a certified driver-training course upon orientation and during annual refresher courses, or as needed. Signatures of both the trainers and employees will be obtained after satisfactorily completing the driver training requirements.

Drivers will be given ample documented time and formal instruction so that they can be:

- Thoroughly acquainted with the duties of the job;
- Familiarized with prohibited driver activities:
  - Use of radios, cell phones, and social media devices while driving, except under emergency situations.
  - Eating or drinking in the vehicle while driving; and
  - Any activity which may distract the driver.
- Knowledgeable of defensive driving rules and techniques. (This and other training can be provided by third party providers, such as the National Safety Council's Defensive Driving Course); and
- Familiarized with rules and regulations regarding safety and accident reporting.

The fleet supervisor will, at a randomly selected time, accompany each driver on a trip(s) to assess skills and knowledge. Additional training may be assigned based on the results of the assessment. This training ride will be conducted, at a minimum, on an annual basis.

## REGULAR DRIVER SAFETY MEETINGS

Drivers will meet, at a minimum, on an annual basis, and as needed, to discuss safety-related topics such as proper driving procedures, accidents that have occurred, accident review-generated recommendations and new safety rules or procedures. Meetings should be structured so driver participation is encouraged.

## SAFETY CULTURE

A concerted effort is made by management to keep safety in drivers' awareness.

- Safe driving signs and posters are posted where drivers congregate.
- Safe driver booklets and pamphlets are distributed to drivers.
- Driving safety videos are featured in safety meetings.
- A safety bulletin board has been installed in the cafeteria.
- Drivers are rewarded annually for maintaining a clean driving record for the entire year. The value of the rewards increases upon accumulation of a clean record for multiple years.
- A point system is established for drivers with traffic violations.
- Safe driving records are included in performance reviews for all drivers and their supervisors and managers who are responsible for the effectiveness of the fleet safety program.
- A safety suggestion box is established for those who have safety suggestions or concerns but desire to remain anonymous.

## PASSENGER TRAINING

Safety instructions will be explained to all passengers before each trip. These will include the following:

- Limit conversations with driver to minimize distractions.
- Don't hesitate to ask the driver to stop, when it is safe to do so, if assistance is needed.
- Know where the cell phone, web cutter, First Aid kit, and fire extinguisher are located in the vehicle.
- Keep all safety restraints on, wheelchairs secure, and remain seated during transport.

## REGULAR VEHICLE INSPECTION AND MAINTENANCE

There will be regular inspection by [insert name of someone with mechanical knowledge] to cover the following basic vehicle equipment (*state law may require other items*):

- Condition of safety equipment, including emergency flagging, reflectorized signs, flares, First Aid equipment, fire extinguisher and seat belts;
- Condition of all braking systems;
- Condition of all lighting and signaling systems;
- Condition of the vehicle's body, including glass, mirrors and door latches;
- Condition of vehicle's frame, springs and suspension systems;
- Condition of vehicle's tires and wheels, including spares; and
- Condition of other critical vehicle accessories, including drive train components and their fluid levels.

A preventive maintenance program will be in place, and will include regularly checking fluid levels and prompting regular fluid changes, lubrication, vehicle washing, and replacement of parts as recommended by the vehicle manufacturer based on mileage and/or operating hours. Maintenance and repair logs will be recorded.

Formal inspection report form(s) will be completed and filed appropriately. When necessary, the form will be used to take a vehicle out of service, indicating the item that needs repair.

## DRIVER INSPECTION

A vehicle inspection form will be completed by the driver before and after each trip taken.

Before the trip, the driver will circle the exterior of the vehicle and complete a visual inspection, ensuring:

- Tire tread and air pressure are good;
- Windshields, windows, and mirrors are in good condition; and
- There are no loose or damaged parts.

The driver also will ensure:

- A web cutter is kept in a prominent place in the vehicle, where it is quickly accessible to cut the safety straps in the event of an emergency;
- A two way communication device, such as cell phone or two-way radio, is kept in a marked and prominent location in the vehicle; and
- An accident reporting kit is kept in the glove compartment.

After the trip, the vehicle inspection form should be completed to confirm:

- Lights, signals, windows, flashers, and horn are in good working order;
- Vehicle interior is clean, with no loose objects;
- No abnormal sounds were noted during vehicle operation;
- Speedometer and other gauges operated normally;
- Transmission and steering wheel operated normally;
- Vehicle does not pull or wander while driving or braking;
- Environment controls (i.e., heat, AC, and defroster) operate effectively;
- Acceleration and braking were normal; and
- No smoke, steam, or odors were noted.

The vehicle inspection form shall be filed appropriately. A copy will be given to [insert our mechanic name] if any inadequacies are noted. Upon inspection by [mechanic name], the vehicle may be pulled out of service.

## WHEELCHAIR SAFETY

Drivers will be trained regarding transporting wheelchairs. The following procedures will be followed on trips involving wheelchairs:

- Ensure safety straps are not frayed, torn, or broken.
- Always park the vehicle so that the wheelchair lift can be lowered onto a flat area, away from traffic flow. Be sure the lift area is unobstructed from branches, signpost, hydrants and other objects.
- Instruct the operator to restrict personnel movement near the lift to avoid the risk of injury from contact with the lift platform.
- Move the wheelchair completely onto the platform during loading, with the passenger's hands and arms in his or her lap to avoid getting them caught.
- Set both wheelchair brakes (and fasten lift safety restraints if supplied by the manufacturer) before raising the lift to the level of entry into the vehicle, or lowering the lift to exit.
- Once inside the vehicle, lock wheelchair brakes again and fasten restraints according to the vehicle manufacturer's directions. The operator should verify that the wheelchair restraints provided on the vehicle are compatible with both the resident and the wheelchair to secure the passenger in place.
- Keep the path of the safety straps clear between the floor track and the wheelchair.
- The vehicle should be started only after all passengers are properly seated, safety belts are fastened and wheelchairs are secured.
- The lift should be inspected before unloading passengers to ensure it is in the up position.

## ADEQUATE STAFFING

Routes will be adequately staffed to meet the needs of the passengers. For example, residents who are at risk of seizures, dependent on oxygen, or confused and able to unfasten their safety restraints need additional staffing by a medically trained person such as a CNA or nurse.

## ACCIDENT REVIEW

The purpose of the accident review is to identify root or management causes of the accident and generate corrective recommendations. Management causes would include inadequate training or inadequate driver selection procedures.

Each accident will be reviewed by the safety committee. The committee will include the fleet supervisor, two drivers and a resident. Other drivers will be rotated in to allow all drivers to participate over time.

The accident report form will be completed by the driver and available witnesses. After having read the accident report form(s), the safety committee will interview the driver, not to place blame, but to identify any factors that could be changed to prevent re-occurrence.

*Guidelines for Determining Motor Vehicle Accident Preventability*, by the National Safety Council, may be read to assist in the accident review process.

## ACCIDENT RECORDS

The maintenance of accurate driver and accident records will assist in the evaluation of the success of the fleet safety program. They will help identify specific problem areas and in taking appropriate corrective action. They also can help identify which drivers may need more training.

Accident records will include:

- Minutes of each accident review committee meeting, copy(s) of accident report(s) reviewed, and any corrective recommendations.
- A driver's accident and violation record form or card. This information should be kept confidential.

## THIRD-PARTY TRANSPORTATION

If (a portion of) transportation is subcontracted out to a provider, then the following are obtained:

- Hold Harmless Agreement;
- Certificates of Insurance; and
- [Insert name of SLC] is named as an additional insured on the provider's insurance

These documents are kept on file and updated annually.

## USE OF NON-OWNED PERSONAL VEHICLES

Employees and volunteers who use their personal vehicle for business purposes will be noted and recorded. These drivers must be between 25 and 70 years of age. In addition, the validity of their drivers' licenses will be verified annually for the type of vehicle they are driving.

These records will be kept on file. In addition, it will be confirmed annually that the drivers have the following adequate insurance coverages:

- Bodily Injury Liability – \$100,000 each person / \$300,000 per occurrence and;
- Property Damage Liability – \$100,000 per occurrence.

Drivers will be made aware that their personal auto insurance is the primary coverage for any and all accidents and injuries that occur during their transport. Their insurance carrier must be informed that they are using their personal vehicle for business purposes.

## ADEQUATE INSURANCE

Fleet and transport operations have been reviewed with our insurance agent and adequate coverage, including non-owned and hired automobile liability coverage, has been purchased.

## MANAGEMENT REVIEW

This Fleet Safety Program will be reviewed on a minimum annual basis by [insert top management responsible]. Changes will be made to ensure the ultimate goal of the program – the safety of all drivers and passengers of the fleet – is being met.

© 2012 GuideOne Risk Resources for Health Care, a division of Lutheran Trust, Church Asset Management. All rights reserved.

This material is for informational purposes only. It is not intended to give specific legal or risk management advice, nor are any suggested checklists or actions plans intended to include or address all possible risk management exposures or solutions.

You are encouraged to consult with your own attorney or other expert consultants for a professional opinion specific to your situation.



GuideOne Risk Resources for Health Care  
1111 Ashworth Road  
West Des Moines, Iowa 50265  
1-800-688-3628