

## Taxi Disability Awareness Training

### Remember:

- Check that the Wheelchair is hooked properly and fixed in place with clamps before driving off.
- Check that the Seatbelt is secure before driving off
- Always supervise your client from the back when going in and out of the vehicle

### Communications tips:

- Talk through your actions with the client so they know what you have planned.
  - Taking a different route?
  - Are there roadblocks?
- Check in with your client
  - Ask if they are okay with how you have placed their wheelchair

### Customer Service Tips:

- Think ahead
  - If you are picking up or dropping off your client, are there dropped kerbs around they can use safely?
  - Is it safe for you to load or unload the wheelchair where you have stopped?
- Be prepared and be flexible to adapt to any situations

- If it is raining or snowing, what can you do to help your customer reach their destination safely but also comfortably?

### Guidelines and Step-by-step instructions

#### Wheelchair in:

1. Switch the light on
2. Unfold the ramp
3. Help the Wheelchair user line-up to the ramp if needed
  - a. Ask if they are ready to have the straps and hooks put on their wheelchair
4. Attach the front straps and hooks in the designated places on the wheelchair.
  - a. Some wheelchairs have less obvious spots to hook/strap in, make sure to attach the straps and hooks on a sturdy spot.
5. Push the wheelchair into the vehicle
6. Bring the wheelchair back 2 inches so the straps lock in place
  - a. Check-in with the wheelchair user: are their feet comfortable? Are they placed safely?
  - b. Be considerate: Do they have a head rest? A communication device? A backpack? Do you have to assist them to put their belongings away safely for the journey?
7. Put the brakes on
8. Put on the back clamps
  - a. Talk through your actions if you can, so the wheelchair user knows what is being done
9. Put the seatbelt on
  - a. Let the Wheelchair user know when you are putting on their seatbelt.

#### Wheelchair out:

1. Switch the light on
2. Unfold the ramp
  - a. Talk through your actions if you can, so the wheelchair user knows what is being done
3. Remove the seatbelt
  - a. Let the wheelchair user know when you are removing their seatbelt
4. Remove the back clamps
  - a. Talk through your actions if you can, so the wheelchair user knows what is being done
5. Remove the back clamps
6. Brakes off
7. Push the wheelchair forward 2 inches to unlock the straps/hooks
8. Pull the wheelchair out of the vehicle slowly
  - a. Watch closely to get off safely