

## 39.27 Wheelchair Van Operator

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**Position: Wheelchair Van Operator**

**Date: January 5, 2021**

**Reports to: Convalescent Division Chief**

**Entry Level Pay: Per current standard.**

**Analyst: Convalescent Division Chief**

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### **CHARACTERISTICS OF THE CLASS:**

The employee is responsible for responding to calls for transportation services for individuals with decreased mobility related to their medical condition(s). The employee provides appropriate and safe transportation to and from the individual's residence and various healthcare facilities while adhering to all applicable local, state, and federal laws as well as the organization's policies, procedures, and general orders. The employee is responsible for ensuring their assigned vehicle meets the operational standards and requirements set forth by the organization and other governing agencies. At times, the employee will be required to assist their passengers during the loading and offloading process as well as entering and exiting the passenger's residence and will be expected to do so in a safe and secure manner following organizational policies and procedures. The employee may be required to administer first aid/CPR to their passengers or others if the situation arises.

### **EXAMPLES OF DUTIES:**

- The Wheelchair Van Operator shall make a quick, safe, and efficient response to the pickup address after they are assigned to the transport.
- The Wheelchair Van Operator shall assist their passengers during the loading and offloading process as needed, including the processes of entering and exiting the passenger's residence, and with moving to and from the passenger's wheelchair.
- The Wheelchair Van Operator shall provide medical care as needed to the extent allowed by their scope of practice and the organization's policies, procedures, and protocols.
- The employee shall be courteous and respectful to all persons they encounter. Employees will be expected to maintain a professional demeanor at any time they are in public, both on and off-duty.
- Employees are expected to be familiar with their vehicle and all of the equipment assigned to it. The vehicle and equipment will be checked and cleaned at the beginning of each shift. All missing and/or damaged equipment will be noted on the daily check-off sheet and reported to the appropriate personnel for repair and/or replacement. All used supplies will be replaced as soon as possible to maintain the minimum required quantities. All dated supplies must be used and/or replaced prior to the expiration date. Maintaining the equipment on the unit and its cleanliness is an ongoing daily responsibility.
- All employees are expected to maintain familiarity with their response area to provide the most efficient response and transport.
- All employees are expected to maintain extensive knowledge of the WC/JC EMS Employee Handbook/Protocol Manual.
- Employees will submit a trip report in its most complete form for every dispatched call. Reports are to be complete with all required information and forms and properly secured. Employees are required to be mindful of the confidentiality of patient information at all times.
- Employees are responsible for maintaining all required certifications related to their position's requirements.

- All employees are required to wear the authorized uniform, maintaining a neat, professional appearance along with good personal hygiene while on duty. Other personal protective devices, such as gloves, masks, gowns, etc., are to be worn in accordance with company policy and OSHA requirements.
- Performs other related job duties as assigned.

The Job duties illustrated are intended only as examples of the type work performed by employees/volunteers assigned to the classification. Omission of specific duties does not exclude them from a position if the duties are similar, related, or a logical assignment to the position. Duties that are not normally performed by the classification may be occasionally or temporarily assigned based on departmental needs.

## **REQUIREMENTS:**

### **A. Training and Experience**

Operators must be at least eighteen (18) years of age, high school education or GED equivalent, and hold a valid Tennessee driver's license with F endorsement or commercial driver's license. Medical training of first aid or greater and CPR preferred.

Must possess a driving record that meets the following conditions:

- No major moving violations within 10 years.
- No reckless driving, leaving the scene of an accident, fatality, or felony with auto within 36 months.
- No more than 2 minor traffic violations within 12 months (i.e. speeding, failure to stop, etc.).
- No more than 1 at fault accident resulting in injury or property damage in 36 months.
- Not have a combination of conviction of 1 at fault accident and 1 unrelated minor moving violations within 36 months.

### **B. Knowledge, Abilities, and Skills**

Operators must be customer service oriented with a desire to serve the public. Operators will be required to obtain CPR and First Aid certification. Operators must have basic computer skills and be able to operate mobile data devices and/or laptops.

## **LANGUAGE SKILLS:**

Ability to read and comprehend instructions, short correspondence and memos, ability to effectively present information in a one-on-one setting to customers and fellow employees.

## **MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers.

## **REASONING ABILITY:**

The ability to apply common sense, understanding to carry out instructions furnished in a written or oral form, the ability to deal with problems involving several concrete variables in or from standardized situations, and the ability to demonstrate initiative to apply one's self toward accomplishing expected company policies and procedures.

## **ATTITUDE:**

Employees will be expected to act in a manner that would convey a congenial work environment—avoiding anger, violence, belligerence, harassment, nonchalance, controversy, or any other “reasonable” activity considered by management to be counterproductive. No adversarial employee or customer relations.

## **PDC LEVEL:**

Very heavy due to occasionally having to lift over 100 lbs.

## **PHYSICAL DEMANDS:**

**Functional Description:** The individual in this position is responsible for transportation of patients from their places of residence to/from medical facilities for treatment and/or medical procedures. In this position, they may also be required to assist a patient, while in their home, to transfer to their wheelchair prior to loading them into the van. Once hired, the employee will also undergo First Aid and CPR training as well as lifting/transfer safety training to ensure safety to themselves and all patients they will provide services for.

All employees are expected to maintain extensive knowledge of the WC/JC EMS Employee Handbook/Protocol Manual. All employees will submit a trip report in its most complete form for every dispatched call. Employees are expected to be familiar with their vehicle and all of the equipment assigned to it. The vehicle and equipment are checked and cleaned at the beginning of each shift. Maintenance of the equipment on the unit and its cleanliness is an ongoing daily responsibility. The employee is responsible for ensuring their assigned vehicle meets the operational standard and requirements set forth by the organization and their governing agencies.

There are two wheelchair vans that will be used to transport patients in this capacity. Each van can transport two wheelchairs simultaneously, if needed. Both vans have a back compartment used for loading and transporting patients while they are comfortably seated in their wheelchairs. The dimensions of the back compartment of van 1 are as follows: depth of 113”, height of 60” and width of 52” from back wheel well to wheel well. Dimensions of the back compartment of van 2 are similar, only the height is 67” floor to ceiling with an additional 7” of height under emergency escape roof hatch. There is a handle on the back of each van, at 41” high, to access the lift that is located inside. Each van is equipped with a Braun Century 2 lift that is 40” long and 35” wide and has a weight capacity of 1,300 lbs. These lifts are operated by a manual control that is located on the right side of the lift, 58” from ground level. The lifts can move up and down and can fold and unfold using the push button control. The patient will be assisted/pushed to the van in their wheelchair and loaded onto the lift when it is in the down and unfolded position. The wheelchair locks must then be secured prior to lifting the patient into the van. The patient’s feet/legs must not be touching the front ramp on the lift in order to raise the lift to the height of the floor of the van. Once lifted to the height of the van floor, the patient may then unlock the brakes on the wheelchair and propel themselves inside the van. They may require some level of assistance from the van driver for this as well.

The basic layout of the back compartment of each van is similar as well. There are four Q'straint wheelchair securement straps that are located along a Q'straint track strip in the floor of the vans. There is one track strip in front of the wheelchair and one behind the wheelchair. In van 1, the placement of the securement straps may be adjusted along the length of the track strip. In van 2, the securement straps are in four standard positions (36" apart) that will accommodate any size wheelchair. The securement straps should be attached to a solid, welded frame member of the wheelchair only. The securement straps should also be attached as high as possible on the frame of the wheelchair (ideally close to the base of the seat) and should not be attached to wheels, spokes or any components of the wheelchair that are plastic, moveable, or removable per Q'straint website. There are also lap and shoulder seat belts in place to secure the patient in the wheelchair once the wheelchair is secured to the floor of the van via the wheelchair securement straps. The lap belts are secured to the van floor and the shoulder belt is located on the left-hand side of the van wall located 50" high. The attachment of the securement straps to the wheelchair will require that the driver kneel and/or squat for possibly 1-2 mins at each attachment point. Also, once inside the driver will likely need to stoop/walk to position the wheelchair in the proper place in order to secure it.

To enter the vans, there is a side door with three steps: 1<sup>st</sup> step located 14" high from ground level, 2<sup>nd</sup> step 8.5" high from 1<sup>st</sup> step, and 3<sup>rd</sup> step 6" high from 2<sup>nd</sup> step or a total of 29" from ground level to van floor level. Van 2 is also equipped with a 53" long pole/hand rail that extends from the van floor to the ceiling of the van for assistance with entering and exiting the van. The three steps are also present to enter the drivers and passengers' side of the vans. The drivers' side is also equipped with a grab bar that is located to the left of the windshield at 67" high to assist with entering/exiting the van if needed.

Each van driver may be expected to transport up to 4-5 patients per day, or more if needed. It will be a requirement for each patient's residence to be equipped with an OSHA standard ramp to assist with exiting and entering with a wheelchair. In the event the van driver needs more assistance to transfer a patient due to safety concerns, he/she may contact a secondary transport vehicle which may include a fire engine, an ambulance or a rescue truck if they are located within city limits.

WORK SCHEDULE: Typically 12 hours per day (3 Days on, 1 off, 3 on, 7 off) or 8 hours per day

Meals: Employees eat when they can

ENVIRONMENTAL FACTORS:

1. Weather: heat, cold, rain, snow, etc.
2. Body fluids
3. Chemicals, gasses