

2019 DRIVE: Transporting Older & Disabled Populations

Descriptions of Courses

DRIVE FUNDAMENTALS COURSE, PART A: **INFORMATION ON RESPONSIBILITIES & IMPAIRMENTS, 4 HOURS**

Module 1: Introduction of Content and Participants

1. Introduce content
2. Introduce trainer and participants to each other
3. Outline expectations of course

Module 2: Driver Responsibilities

1. Treating all passengers equally in compliance with the Americans with Disabilities Act
2. 5 Steps for responding to passenger requests
3. Vehicle maintenance and familiarity
4. Safety and emergency procedures
5. Confidentiality of passenger information
6. Recognizing & reporting abuse, neglect and exploitation of vulnerable passengers

Module 3- Preventing the Spread of Infections & Pests in Transportation

1. Person to Person Contact (How to Cough and Hand Hygiene)
2. Public Surfaces and Shared Equipment
3. Safely Managing Spills Of Blood & Other Bodily Fluids
4. Controlling the Spread of Pests

Module 4: Understanding of Aging & Impairments

1. List common characteristics and myths of aging passengers.
2. Identify the causes & types of hearing impairment & techniques to assist such passengers.
3. Identify the symptoms of dementia and Alzheimer's Disease and describe techniques to cope with challenging behaviors of a passenger with dementia symptoms.

DRIVE FUNDAMENTALS COURSE PART B: HANDS ON ASSISTANCE, 4 HOURS

Module 5: Using Assistive Equipment

1. List techniques for assisting ambulatory passengers with equipment.
2. Describe assistance with crutches, canes, walkers, leg braces & prosthetic limbs.
3. List characteristics of assistance animals & rules for transporting one with a passenger.

Module 6: Assisting Passengers in Wheelchairs

1. List general assistance techniques for passengers in wheelchairs.
2. Identify the different types of wheelchairs and motorized devices.
3. Demonstrate how to move a passenger in a wheelchair up & down a single step or curb.

Module 7: Vehicle Lift Operation and Securement Techniques

1. To review the rules and regulations regarding transportation of wheelchairs and securement of passengers and equipment.
2. To present and have participants demonstrate proper techniques for lift operation and wheelchair securement (including power chairs & scooters).

Module 8: Assisting Passengers to Sit or Stand & Transfer Techniques

1. List general guidelines for assisting passengers.
2. Correctly demonstrate the steps of:
 - a. one handed & two handed assistance techniques
 - b. standing pivot, two person , & transfer from the front seat of an automobile(optional content)
3. Describe some equipment to assist in transferring passengers.

Note: DRIVE Parts A & B constitute the full DRIVE Fundamentals Course which fulfills the quality assurance standards for Passenger Assistance Training under all rules in Ohio(ODA, ODOT, Medicaid Ambulette(EMS) funded systems). In order to maintain **a current and valid** DRIVE certificate, the driver would retake the DRIVE Fundamentals Course(both parts A & B) every 3 years. The content on the following page is optional and can be offered to drivers by DRIVE trainers depending on the population they are serving.

DRIVE COURSE: OPTIONAL MODULES:
SPECIAL SITUATIONS AND POPULATIONS

1. Understanding Common Impairments & Diseases (Two Hours)

- Identify visual impairment & techniques to assist passengers who are visually impaired.
- List the types & symptoms of strokes & techniques to assist passengers who have suffered a stroke.
- Identify the symptoms of respiratory illness & techniques to assist passengers with this condition.
- Identify the issues surrounding kidney disease & hemodialysis and provide techniques to assist passenger who are returning from treatment.
- Describe the symptoms, course, and treatment of seven common diseases and disabling conditions passengers might experience.
- List general passenger assistance techniques for disabled passengers.
- List assistance techniques specific to certain diseases and disabling conditions.

2. Making Decisions in Challenging Situations(Two Hours)

- Describe management techniques for conflicts between themselves and passengers.
- Describe intervention techniques for conflict between passengers.
- Describe appropriate driver responses to tension & conflict within passengers' families which interferes with transportation services.
- Describe appropriate ways to approach supervisors/administrative staff with questions & concerns about day to day operations and agency policies and procedures.

3. Transporting Young Passengers with Special Needs(One Hour)

- List general passenger assistance techniques for disabled young passengers.
- List assistance techniques specific to certain conditions and diseases.

4. Transporting Passengers with Developmental Disorders(Two Hours)

- Identify 10 facts and myths about developmental disorders.
- Describe characteristics of three types of disorders: intellectual disability, autism spectrum disorders, and learning disabilities.
- Describe common challenges for people with these disorders. They are: abstract thinking, processing complex information, appropriate behavior in social situations, filtering sensory stimulation, and adapting to change.
- List communication tips for drivers who interact with passengers who have these disorders.

5. Transporting Passengers With Mental Illness(Two Hours)

- Identify six myths about mental illness.
- Describe characteristics of three types of mental illnesses: anxiety disorders, mood disorders, and thinking disorders:
- Describe the three common treatments available for mental illnesses.
- Identify coping techniques for drivers for 5 behaviors that may accompany a passenger's mental illness