

To: Ohio Area Agencies on Aging, Ohio Transportation Providers & Other Interested Parties

From: Paula Markey Taliaferro, Education Consultant

Date: October 4, 2016

RE: DRIVE Train the Trainer Course Registration Materials

The **Train the Trainer** session for the **DRIVE Courses** (the eight hour DRIVE: Transporting Older and Disabled Passengers for new and inexperienced drivers and the four hour DRIVE Refresher Course for experienced drivers) **will be available twice this spring. This event is intended for those who will be training drivers, not for drivers themselves.** The DRIVE Courses fulfill quality assurance standards for Older Americans Act Title III services and for PASSPORT services as well as standards for ODOT providers. **Included in this material are descriptions of the DRIVE Curriculum and the Train the Trainer session.** The session is interactive and offers hands on experiences. The Train the Trainer session will cover information on training skills as well as how to use the DRIVE curriculum.

The DRIVE Train the Trainer course will be offered both March 27-28 and June 5-6, 2017 from 8:30am-5:00pm. Participants must attend the entire two day course to be qualified to instruct DRIVE. The cost will be \$200.00 and include all materials, refreshments, and lunches. This course is subsidized by the Ohio Dept. of Aging. If the course fills up, we do maintain a waiting list on a first come, first serve basis. The COAAA will maintain a waiting list once the slots for these courses are full. In order to receive a refund, cancellations must be made 5 days prior to the event.

A few years ago, we completed **additional optional DRIVE modules** on the needs of two special populations. They are Transporting Passengers with Mental Illness and Transporting Passengers with Developmental Disabilities. These are **optional for you and for your drivers**, and would best be used as in-services for drivers who have already had DRIVE. There is a separate Train the Trainer session for these optional Modules. **It is either March 29 or June 7, 2017 from 8:30am-2:30pm.** The fee for this Train the Trainer is \$30.00 and includes all materials. Included in this mailing is an outline of the optional modules.

The sessions will be held at NEW COAAA offices at 3776 S. High St., Columbus, OH 43207. Directions will be sent with a confirmation letter when registration with payment is received. Parking is FREE. Grove City Hotels are very close and information is enclosed. **Participants should dress casually and wear comfortable closed toed shoes. Some lifting is required.**

To register, please complete the enclosed form and return with payment. Upon registration, participants will receive written confirmation. Once this training fills up, we will maintain a waiting list on a first come, first serve basis. For questions, please e-mail ptaliaferro@coaaa.org.

Registration for the DRIVE Train the Trainer Course

Name: _____

Employer: _____

REQUIRED: Funding under which transportation services are provided (Check all that apply)

ODA PASSPORT _____

ODA OAA Title III _____

ODOT Transit System _____

ODOT Transit System Contractor _____

ODOT Coordination Project _____

Position: _____

Street Address(City, State, Zip): _____

Phone Number: (____) _____

Email address(required for confirmation) _____

Confirmation email will be sent within 2 weeks of receipt of registration.

Check ONE of the Options below:

_____ I will attend only the DRIVE Train the Trainer Course (\$200.00) March 27-28, 2017

_____ I will attend only the DRIVE Train the Trainer Course (\$200.00) June 5-6, 2017

OR

_____ I will attend both the Train the Trainer & Optional DRIVE Modules Train the Trainer Course (March 27, 28 and 29, 2017 which is \$230.00)

_____ I will attend both the Train the Trainer & Optional DRIVE Modules Train the Trainer Course (June 5,6, & 7, 2017 which is \$230.00)

Amount Enclosed: _____

OR

Purchase Order # _____ Federal ID # _____

Cancellation Policy: A **REFUND** will be made **ONLY** for **cancellations received 5 work days prior to the event.** If less than 5 days, a credit can be issued for use at another program within the next year. If notice of cancellation is not received before the date of the program, no credit can be issued. Any checks returned will be subject to a \$15 returned check fee by the City of Columbus.

Please Make Checks Payable to: Columbus City Treasurer

Mail Registration and Payment to:

Central Ohio AAA, Training Registration
3776 S. High St., Columbus, OH 43207
Phone 614-645-7250/800-589-7277
Fax (614) 645-3884

Train the Trainer Session
DRIVE: Transporting Older and Disabled Passengers
AGENDA

Day One (8:30am-5:00pm)

1. Module 1: Setting the Stage
 - Training Adults Effectively
 - Using the Lecture Technique
 - Using Audio Visuals Effectively
 - Difficult Training Situations
 - Using the Children's Module
2. Module 2: Driver Responsibilities
- Module 3: Perceptions of Aging
3. Module 4: Understanding Impairments
4. Module 5: Understanding Diseases
- Module 6: Using Assistive Equipment

Day Two (8:30am-5:00pm)

1. Module 7: Assisting Passengers in Wheelchairs
 - Using Demonstration in Training
2. Module 8: Transfer Techniques
- Module 9: Vehicle Lifts and Securements
 - Additional training options from lift and securement manufacturers
 - Americans With Disabilities Act Rules and Regulations
- Module 10-Infection Control for those In Transportation
3. The DRIVE Refresher Course Curriculum
 - Module 11R Difficult Situations
 - Using Small Group Training Techniques
4. Evaluations

Directions To Central Ohio Area Agency on Aging

The NEW COAAA offices and training facility is at 3776 S. High St., Columbus, OH 43207. When you arrive, please park in the free lot in front of the single story building. If this lot is full, park in the large lot back of the building and return to enter through the single story training facility entrance.

- Directions from 315 South/I71 South: Continue onto I-71 South. Take exit to I270East. Take Exit 52 and merge onto US-23 North-High St.. The new facility will be on the right side.
- Directions from I-270East: Take exit 53 and merge onto US 23 North-High St. The new facility will be on the right side.
- Directions from I-270 West. Take exit 53A and merge onto US-23 North-High St. The new facility will be on the right side.

Grove City Hotels (Very Close to COAAA)

Hampton Inn South
Hilton Garden Inn
La Quinta
Drury Inn and Suites

4017 Jackpot Road
3928 Jackpot Road
3962 Jackpot Road
4109 Parkway Center Dr.

DRIVE: Transporting Older and Disabled Passengers¹

Courses offered in the State of Ohio

Fact Sheet

Courses For Drivers:

DRIVE: Transporting Older and Disabled Passengers

- An 8 hour, hands-on course for **drivers**.
- Must be taught by an active DRIVE Trainer (see below-who is listed on the active DRIVE trainer list).
- Content is required by ODA for transportation providers in both the Medicaid Waiver PASSPORT and OAA Title III services.
- ODOT requires all drivers from transit systems, coordination projects, and Specialized Transportation Program agencies to have some type of passenger assistance training within six months of being hired. The DRIVE training meets this requirement.
- The Ohio Emergency Medical Services requires passenger assistance training for drivers in the Ambulette regulated programs and the DRIVE training fulfills this requirement.
- Curriculum includes 10 topics: Driver Responsibilities, Perceptions of Aging, Understanding Impairments, Common Diseases, Using Assistive Equipment, Assisting Passengers in Wheelchairs, Assisting Passengers to Sit or Stand, Wheelchair Lift Operations and Wheelchair Securement, and Infection Control.

DRIVE: Refresher for Drivers

- 4 hour course designed as a refresher for **drivers** who completed the DRIVE course three or more years earlier. Refresher does not stand alone, but builds upon the eight hour DRIVE course.
- Must be taught by an active DRIVE Trainer (see below-who is listed on the active DRIVE trainer list.)
- The curriculum contains 6 topics: Review of Driver Responsibilities, Understanding Dementia, Review of Assisting Passengers in Wheelchairs, Review of Assisting Passengers to Sit or Stand, Review of Wheelchair Lift Operations; and Wheelchair Securement, Challenging Situations.

Courses for Trainers:

DRIVE: Train-the-Trainer Course

- Ohio Departments of Aging sponsors **Train-the-Trainer** sessions periodically. The course has limited slots each **a year**. Because the course is subsidized by ODA, **attendance is limited** to drivers in programs it funds.
- The course is **two days** (16 hours) and held in **Columbus**. It teaches **trainers** to use the DRIVE curriculum. Trainers must participate in the full 16 hours. Trainers are then certified to train drivers in their agencies using this curriculum. They **are not** certified to train other trainers.
- Those on the Active DRIVE Trainers list sign a Curriculum Use Agreement and agree to comply with its terms.

DRIVE: Trainer Update Course--

- Provides TRAINERS with new, updated and expanded curriculum and materials.
- Trainers must take the Trainer Update Course **every three years** in order to remain an active DRIVE Trainer. Trainers are contacted by mail when they are due for the Update Course.
- **Offered once a year** in Columbus

For further information, contact:

Paula M. Taliaferro, Education Consultant, COAAA, 614-645-7300; ptaliaferro@coaaa.org

¹ Developed by the Ohio Department of Aging, the Central Ohio Area Agency on Aging and the Ohio Department of Transportation. Copyright Ohio Association of Area Agencies on Aging (1996)

DRIVE: Transporting Older & Disabled Passengers Courses

Content

Basic 8 Hour DRIVE Course

Module 1: Setting the Stage

Module 1 Outline:

1. Use of the Modules
2. Participant Information
3. Choosing the Site
4. Equipment Needed
5. Advance Preparation of Materials
6. Completion and Evaluation of Session
7. Introducing the Session

Module 2: Driver Responsibilities

Objectives: Participants will be better able to identify their responsibilities for:

1. Responding to passenger requests
2. Vehicle maintenance and familiarity
3. Safety and emergency procedures
4. Confidentiality of passenger information

Module 3: Perceptions of Aging(Optional)

Objectives: Participants will be better able to:

1. Define stereotypes and perceptions of aging.
2. List normal characteristics of aging.
3. List common myths surrounding aging.

Module 4: Understanding Impairments

Objectives: Participants will be better able to:

1. Identify visual impairment & techniques to assist passengers who are visually impaired.
2. Identify the causes & types of hearing impairment and techniques to assist passengers who are hearing impaired.
3. List the types and symptoms of strokes & techniques to assist passengers who have suffered a stroke.
4. Identify the symptoms of respiratory illness & techniques to assist passengers with this condition.
5. Identify the issues surrounding kidney disease & hemodialysis and provide techniques to assist passenger who are returning from treatment.
6. Identify the symptoms of dementia and Alzheimer's Disease and describe techniques to cope with challenging behaviors of a passenger with dementia.

Module 5: Understanding Diseases(Optional)

Objectives: Participants will be better able to:

1. Describe the symptoms, course, and treatment of seven common diseases and disabling conditions passengers might experience.
2. List general passenger assistance techniques for disabled passengers.
3. List assistance techniques specific to certain diseases and disabling conditions .

Module 6: Using Assistive Equipment(Optional)

Objectives: Participants will be better able to:

1. List techniques for assisting ambulatory passengers.
2. Describe the three types of crutches and techniques for assistance.
3. Describe the two types of canes and techniques for assistance.
4. Describe the proper use and storage of walkers.
5. Describe the use of leg braces and techniques for assistance.
6. List characteristics of prosthetic limbs and techniques
7. List characteristics of assistance animals & rules for transporting one with a passenger.

Module 7: Assisting Passengers in Wheelchairs

Objectives: Participants will be better able to:

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 8: Transfer Techniques and Assisting Passengers to Sit or Stand

Objectives: Participants will be better able to:

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

Module 9:Vehicle Lift Operation and Securement Techniques

Objectives: Participants will be better able to:

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 and scooters).

Module 10: Preventing the Spread of Infections and Pests in Transportation

Objectives: Participants will be better able to:

1. to identify their responsibilities for controlling the spread of infectious agents & pests in their vehicle in the following areas:
 - A. Person to Person Contact (How to Cough and Hand Hygiene)
 - B. Public Surfaces and Shared Equipment
 - C. Safely Managing Spills Of Blood & Other Bodily Fluids
 - D. Controlling the Spread of Pests

DRIVE Refresher Course(4 Hours-for drivers who have completed the DRIVE course 3 or more years before)

Objectives: Participants will be better able to list describe and demonstrate:

1. Driver responsibilities regarding passenger safety, comfort, and well being.
2. Characteristics of dementia and techniques to minimize problem behaviors in passengers with dementia.
3. Correct wheelchair assistance.
4. Two passenger assistance techniques.
5. The laws & regulations regarding transport and securement of passengers & wheelchairs
6. Techniques to maximize the comfort and safety of each trip despite challenging situations.

DRIVE Transporting Young Passengers with Special Needs(One Hour)(Optional)

Objectives: Participants will be better able to:

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

DRIVE: Transporting Passengers with Developmental Disorders(Two Hours)(Optional)

Objectives: Participants will be better able to:

1. Identify 10 facts and myths about developmental disorders.
2. Describe characteristics of three types of disorders: mental retardation, autism spectrum disorders, and learning disabilities.
3. 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.
4. List communication tips for drivers who interact with passengers who have these disorders.

DRIVE: Transporting Passengers With Mental Illness (Two Hours)(Optional)

Objectives: Participants will be better able to:

1. Identify six myths about mental illness.
2. Describe characteristics of three types of mental illnesses: anxiety disorders, mood disorders, and thinking disorders.
3. Identify the general symptoms of some specific disorders: Panic Disorder, Phobias, Obsessive-Compulsive Disorder (OCD), Post-Traumatic Stress Disorder (PTSD), Bipolar Disorder, Clinical Depression, and Schizophrenia.
4. Describe the three common treatments available for mental illnesses.
5. Identify coping techniques for drivers for five behaviors that may accompany a passenger's mental illness
6. Discuss appropriate driver actions in other related areas: passenger intoxication, passenger poor hygiene, and confidentiality issues