

Pickup/Drop-off Safety Considerations

Client transport drivers face several risks within their daily job tasks. If you are picking up or dropping off clients/patients, there are additional risks in addition to driving hazards. Consider the following practices to increase your safety during pick-ups and drop-offs in the community-based setting.

- Remain alert and aware of what is always going on around you, whether you are parked or driving. Take care of yourself, be rested, eat well, and get lots of exercise. Exercise assist with handling luggage, wheelchairs, assisting patients, opening and closing doors.
- Before loading or unloading, give some thought to the location of the vehicle. Proper location will make the process safer for passengers, you and other people using the road. It will also make loading and unloading faster and easier.
 - Park as close to the pickup location as possible
 - Ensure that the road surface under the lift is free of large rocks, debris, or obstructions.
 - Avoid congested areas where it is difficult to maneuver.
 - Try to have a drive through route.
 - Drive in and drive out without backing up.
 - Stop where other drivers have a good view of your location if possible.
 - Avoid stopping where the passengers will have to be taken over curbs, rough areas, snowbanks, through water, etc. Signal your intentions to turn well in advance.
 - Activate vehicle hazard warning lights.
- Be alert for traffic; attempt to walk towards traffic to see oncoming vehicles. Remain alert to who or what may be around you when you are parked on the street or in a lot.
- If you are not able to obtain access to the clients location due to obstructions or weather (i.e. down tree limbs, snow banks or unplowed driveways/lots) contact the client or dispatch to reschedule or identify a new pick up location. Do not jeopardize your own safety to pick up a client.
- Remind clients ahead of time that all animals must be secured during pickup and drop off times. If an animal, risk is observed contact the client or dispatch to reschedule.
- Leave valuables (i.e. purses, wallets with extra credit cards, etc.) at home or at the office, only take what is essential to perform your job functions (i.e. driver's license, company identification, small amount of cash and one debit/credit card)
- Lock the vehicle when not inside or loading
- Walk confidently and try to avoid unsafe areas especially after dark
- If walking surfaces are unsafe due to conditions or weather, contact the client or dispatch to re-establish a safer pickup location or time.
- Never enter a vacant home
- Limit entry into any residence, encourage the client to meet you at the doorway. Drop off clients at the doorway.
- Be sure someone knows your schedule. Call dispatch, supervisor or co-worker with route information or pickup/drop off times.
- In the event of an emergency for you or your passenger/client, call 911.