

### What?

- Open Country's minibuses have been adapted for carrying wheelchair users so that we can provide fully accessible trips to the countryside.
- We have a duty of care to our passengers and want to ensure that they have a comfortable and safe journey. It is important to keep the wheelchair user informed about what you are doing, especially when raising and lowering the lift.



### Why?



- Wheelchair users will have different abilities; some may be able to transfer into a seat in the minibuss and others may need their chair to be clamped down. It is important to find out this information and what type of chair they have before they join us on a trip.
- Any concerns about the condition or stability of a person's wheelchair should be reported to their carer/house.
- Passenger lifts should present no problems if used properly; for that reason, it is important that only people who have been trained should operate them and that manufacturer's instructions are followed at all times.

### Do ✓

- ✓ Use a four-way clamping procedure with the seat belt attachment for wheelchairs (see the MIDAS handbook)
- ✓ Ensure the wheelchair brakes are on when on the lift, transferring to a seat and when the bus is moving
- ✓ Ensure motorised scooters are turned off or disengaged once on the lift
- ✓ Make sure the wheelchair is folded and stowed away safely if the passenger is transferring to a seat
- ✓ Park on firm level ground when using the passenger lift; if you have to park on a hill, park facing downhill
- ✓ Make sure the engine is switched off, the handbrake is on and the keys are removed from the ignition when using the lift
- ✓ Secure the rear doors in the open position, using the door stays, so they don't catch on the lift

### Don't ✗

- ✗ Don't hang heavy items from the wheelchair handles
- ✗ Don't lift an empty wheelchair by the wheels or arm rests
- ✗ Don't let members or untrained volunteers operate the passenger lift
- ✗ Don't overload the lift (refer to the sticker on the lift for 'maximum load' information)
- ✗ Don't travel on the lift with the passenger if there is insufficient room
- ✗ Don't leave the lift on the ground for longer than necessary as it can be a trip hazard
- ✗ Don't move the vehicle when the back doors are open and the lift is extended

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