



SilverRide™

GET THERE WITH CARE

SilverRide Training Day

Driver Safety Training Module

Our Key Mantra:

- **ALWAYS BE ON TIME! If you are running late, it is imperative that you call the SilverRide office at 415-861-7433 so that the client can be notified.**
- Make the client feel like they're special
- Be a good ambassador.
 - Script, brochures, business cards, magnets
- Ownership. You own making sure your rides are successful. We rely on you to make good use of your time.
- Be safe.

Pre-Ride Planning

- Make sure you know the itinerary
 - Date/Time. Allow enough time to arrive to your client on time.
 - Client pick-up location and any specifics
 - Route you will take. Use whatever tool works best for you (Google Maps)
 - Destination location/venue and any specifics (handicapped entrance, etc)
- Place the SilverRide magnets on the driver side and passenger side doors (or other current SilverRide trade dress).
 - Please check the condition of your magnets. If they are in poor condition, let us know and we'll get you new ones
- Know your client – and be sure you know his/her name!
 - Know the client's history with us. If you have any questions beyond what is in the Reservation Manifest, please review the SilverRide intranet or call the office.
 - Be aware of mobility, incontinence and dementia issues if any exist – all should be in the detail section of the driver app
- If you have any issues executing the ride, let the office or on-call manager know immediately!

Courtesy in the Car

- Greet the client enthusiastically and say his/her name.
 - Be sure to introduce yourself and make sure they know your name.
- Adjust the seat for the client before they get into the car.
 - You'll know ahead of time how many passengers there will be, so make a best guess and adjust accordingly. When they arrive you will then only need to make minor tweaks.
 - Clients generally prefer to sit in the front seat, but let them sit where they want.
 - Offer clients the HandyBar to assist them (Lou to review)
- Have the directions already set to find your destination so you're not spending too much time entering data in front of the client.
- Do not talk on your cell phone if at all possible!
 - Sometimes it may be necessary if the office needs to reach you, but make sure your client feels comfortable prior to answering.
 - Have your hands free device ready so the office can reach you
 - If you are able, text messaging might be better
 - Hands-free headset
- Make the client feel special.
 - Engage them in conversation if they want. Most of our clients want conversation!

Safety on the Road Part 1

- Always stop before the “limit line.” This will help the customer to feel more comfortable while you are driving
- Observe all traffic signs.
 - Don't be a distracted driver
 - Do not use your cell phone while the car is in motion
- Remember you have SilverRide logos on your vehicle
 - Be more courteous on the the road than everyone else
 - Others will have road rage. Do not respond even if you are in the right. Be conservative and don't “rage” back.
- Know the front of your vehicle and how close you can get to other vehicles and stop signs.
 - Practice!
- Be aware of safety vehicle and pedestrians. In San Francisco in particular, pedestrians (and bicyclists) can surprise you with their location
 - Always be aware
 - Pedestrians always have the right-of-way

Safety on the Road Part 2

- Be aware of road debris. Slow down when you see it ahead. Look in your mirrors, and if you can switch lanes safely do so. Otherwise stop until you can switch lanes safely
- Be aware of special zones. Schools in particular. Do not pass other vehicles while in a school zone.
 - Examples
- When pulling out of parking spaces, make sure the road is clear. DO NOT U-TURN coming out of a parallel parking space.
- Speed limit. Always obey the speed limit. It will make your clients feel more comfortable.
- If you are ever in a questionable situation or have a question, pull over to the side of the road to a safe location, using your signals, and call the office to ask what to do.

Professionalism

- Professionalism: respect for clients' safety, dignity and privacy
 - No smoking while on the job
 - Observe appropriate professional boundaries
 - You may not offer services of your family members, friends, etc.
 - You may not accept jobs with client outside of SilverRide
 - Avoid unnecessary physical contact with client, but stay close enough to protect them
- Confidentiality / Privacy
 - Keep client information private and confidential
 - Pay attention to self-disclosure (i.e. How much you reveal about yourself to the clients)
 - Have emergency contact information for every client

Being Available During Rides

- Your cell phone is our primary means of reaching you. It must be on and available **during the time you have clients in the car, and immediately before/after.**
- We will use “**text**” if we need to reach you in a timely manner
- We will **call the cell phone in the case of an emergency**
 - Only answer the phone if you can do so safely without putting yourself or the client at risk
 - It might be a good policy to remind the client up-front that you might have to take a call. Remind them that it will not be a personal call, and will be short if it happens at all.
 - Safety first!

Safety: Client Safety & Your Safety are #1

- Client Safety – use your transfer training skills!
 - Stay close to the client as they are entering and exiting the vehicle. Offer to help.
 - Make sure clients wear seatbelts at all times
 - Be sure to stow walking aids safely and securely
 - Never pick-up a client that has fallen down. Call 911.
 - Handout: “Emergency Numbers”
 - Never strain yourself to help move a client
- Car Safety
 - Always lock the car and set the hand brake!
 - Don't leave anything visible
 - Move jackets, bags, packages, and anything else to the trunk if necessary
 - Always make sure the trunk cover is in place
 - Always note the parking enforcement signs
- Your Safety
 - Never do anything you think puts your own personal safety at risk

Placards, Plates & Zones

- **Disabled Placard:**
 - Only for use with clients who have physical or optical difficulties.
 - Use in spaces with the International Symbol of Access (wheelchair symbol)
 - Use in Blue or Green zones without any time limit.
 - When using placard no need to feed meters or have neighborhood parking permits.
 - Follow posted signs at private facilities.
 - Cannot be used in Yellow, White, or Red zones.
 - Cannot be used in Tow Away zones.
 - Do not park in spaces marked with a crosshatched pattern next to a parking space with wheelchair symbol.
 - Do not drive with placard hanging from the mirror.
 - Lock in glove compartment at end of day.
- **White Zones**
 - You may only park in a white zone for five minutes or less to help a client in and out of the car and location.
- **“Escorting a Client” card**
 - As a back-up when you are stopping temporarily to drop off or pick up a client, be sure to always put up your laminated “Escorting a Senior” card in the window, hang your disabled placard and put on your hazard lights.

Senior Driving Tips

- Never rush the client.
- Park 2 feet from the curb to allow room for the client to step down to the street and then into the car.
- When possible park in front of ramps so that the client can exit and walk to the ramp, as opposed to having to go around the door.
- Drive with particular care and caution. Take turns very slowly.
- Drive as if you are taking a DMV test!
- Communicate with the client where you are going and possibly how you are going to get there.
- Be cautious about “taking their way” unless you are confident that it will work
- Make sure you always set proper expectations with the Client. When you are able, let them know what you’re going to be doing before you do it.

Reminder

- **It is your responsibility and obligation to our client's safety that you follow these procedures without exception!**
- **SilverRide management will perform periodic audits to make sure that you are complying with these rules.**