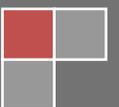


2011

NLCTS Transportation Client Care and Safety Training

[Trainer's Guide]

Available in print and electronic form



How to Use This Manual

The training section of this module contains a picture of each slide from the PowerPoint presentation followed by blank lines for the trainer to make any notes.

Securing the Wheelchair

Boxes beside any slide may contain extra text for the trainer to repeat, directions for facilitating an activity, or special tips to help make the training engaging, meaningful and valuable to the employees.

Become familiar with the symbols below to help you identify useful information.

Legend for symbols used in this manual:

			
<p>Manual - Refer to the learner manual for additional information or content not included in presentation.</p>	<p>Train the Trainer – These tips are provided to help you become a great trainer to help ensure a beneficial training experience.</p>	<p>Special instructions or suggestions for guiding trainees through an activity.</p>	<p>Quiz – Give trainees an opportunity to take a quiz (provided in their learner manual)</p> <p>Note: A copy of each quiz with answer key is included in the back of this manual.</p>

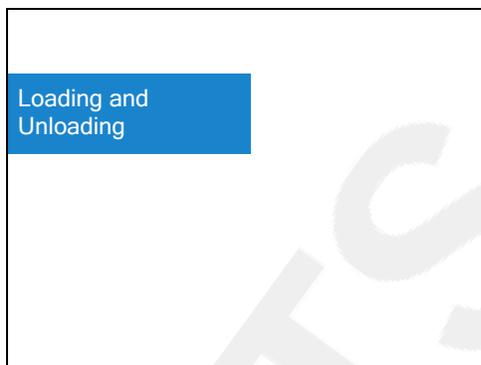
Module 2: Loading and Unloading the Client

This module will teach you the important steps for loading and unloading passengers. Short video clips are followed by activities and a review of steps. At the end of the module, trainees discuss what is important to them. Encourage participants to use their learner manuals to make notes or write down any questions.

Module 2 Outline:



Slide 8



Slide 9

Objectives

By the end of this module you will:

- recall proper procedures for loading using the motorized lift
- demonstrate understanding of proper procedures for loading using the motorized lift



*Instructor's Note: Discuss with trainees that each video shows one of the three specific methods of loading. As a follow-up, trainer may take employees to the various vehicles on site to discuss any specific adjustments required for any different customizations. Encourage employees to use their **trainee manuals** for recording any necessary notes.*

Key focus: Safety and client care are top priorities for our company. It is critical employees both know and consistently follow proper procedures for loading and unloading clients to minimize any safety concerns and ensure a positive client experience.

Operating the Lift



The clips in this section demonstrate procedures that must be followed to provide to ensure that clients are safe and secure whenever the lift is in motion. View each video and complete each corresponding follow-up activity.



TIP: Adults like a purpose for their learning. Remind trainees the performance assessment at the end of this module will give an opportunity to demonstrate your understanding of steps demonstrated in each video.

Let's Review Operating the Lift

- Be certain vehicle is safely parked on a level area away from traffic.
- Engage parking brake
- Provide space for lift operation and passenger boarding.
- Area should be clear before deploying lift.
- Open door(s) completely.



Slide 12

Loading Standees

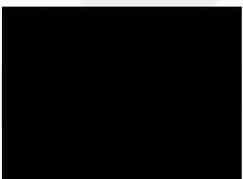




TIP: To keep your learners engaged during these video clips, think about having them summarize what they see in their learner manuals then ask a few to share. By reminding them they will need to recall this information, the trainees will seek out the most important concepts on their own.

Slide 13

Loading a Client in a Wheelchair



Let's Review Loading Clients into the Vehicle

- Deploy platform - Push and hold DEPLOY switch until platform completely unfolds from vehicle and stops at floor level.
- Lower platform - DO NOT STAND on inboard rollstop as platform lowers.



Let's Review Loading Clients into the Vehicle

- Push and hold DOWN switch until lift contacts ground and rollstop opens completely.
- Carefully place wheelchair centrally on platform, facing outward, away from vehicle and LOCK WHEELCHAIR BRAKES.



Let's Review Loading Clients into the Vehicle

- Be certain wheelchair is safely within platform perimeter and does not interfere with operation of platform rollstop.
- Raise platform - Push and hold UP switch until platform raises and stops automatically at vehicle floor level.



Let's Review Loading Clients into the Vehicle

- Release wheelchair brakes, carefully board passenger into vehicle, and secure wheelchair.



After watching video clips and reviewing the steps, learners will complete the 3 Loading Clients activities in their learner manuals individually.

There is one Matching, one True/False, and one Multiple Choice activity. (Full copies of all quizzes and answers keys appear in the resource section of this manual.)

Inform learners that they may use their notes. After everyone has finished review the correct answers with the entire group.



Discussion Question:

What's really important as you load and unload clients?
speed, client comfort, safety, etc.



The trainee manual contains space for learners to respond to discussion questions. Allow learners 2-4 minutes to gather their thoughts so they have opportunity to make meaningful contributions to discussion.



If learners are shy to respond, try calling on them by name. Also, think about asking them to share any challenges or positive experience they may have had in past related to loading or unloading. When adult learners are able to contribute their own experiences, they are more likely to participate in a discussion.

Would you like to see more? Next Level consultants can develop a variety of customized solutions to meet your training needs. Contact us at info@nextlvlolutions.com or visit www.nextlvlolutions.com to continue the conversation.