



*Safety Council of
Western New England*

Transporting Passengers with Special Needs 2 Course

Module: Assisting Passengers: Communication Skills, Visual & Hearing Impairments, Mentally Confused, and Wheelchair Navigation





Special Needs Considerations

- In our short time together we cannot cover all the topics that would be considered in a formal training program on this subject.
- The Safety Council of Western New England has an in depth seven hour program normally used to instruct this subject matter.
- We have been asked to focus on the “assisting” aspects of your customers, not the driving of the vehicle.





Special Needs Considerations





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Special Needs Considerations

When we think in terms of “assisting” we would like you to think about:

- Proper lifting techniques.
- Assisting passengers from a seated position.
- The securing of wheelchairs





Assisting Passengers

When we think in terms of “assisting” we would like you to think about:

- Verbal communication and those that may have hearing limitations.
- In terms of wheelchairs; the grip, foot rests, arm rests and brakes.
- When you consider the environment; thresholds, curbs, barriers, surface conditions, doorways, weather conditions.





Assisting Passengers

When we think in terms of “assisting” we would like you to think about:

- Proper lifting techniques.
- Assisting passengers from a seated position.
- The securing of wheelchairs





The Details

For the next few minutes we're going to take a look at a video that goes into significantly more detail on the assisting of passengers and then we'll have a closing discussion.

