

# Grey Transit Route (GTR) Emergency Policy

Community Transportation Department  
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# Grey Transit Route (GTR) Emergency Policy

## Attendant or Support Persons

- GTR operators are not permitted to serve as an attendant or provide emergency medical type services
- The safe operation of GTR vehicles is the primary concern for both Grey County and Driverseat and all passengers. Transit operators do not provide “attendant care” or emergency medical type services; this is the customer’s responsibility and guardians.
  - Transit service passengers must have the ability to maneuver their assistive devices safely and effectively; this means that if customers have difficulty getting to and from a transit service stop or on and off the transit service vehicle, passengers are advised to bring someone with them
  - Customers who need assistance to board, pay their fare, access the seating area or exit must be accompanied by a support person or an attendant
  - An attendant can accompany passengers onto the GTR vehicles free of charge.

## Safety Equipment

### Winter preparedness kits Include

- Salt & Sand
- Shovel
- Snacks
- Heat packs
- Flashlight – add batteries
- Non-perishable food items
- Water \* weather permitting\*
- Flares
- Phone charger
- Waterproof matches and candles
- A Multi-tool

### Emergency Kits Include

- Fire Extinguisher
- Reflective Vest
- Premium Auto Safety Kit is compact while providing you with all the basic essentials needed to help keep you safe on the road. Ideal for long distance drivers, winter driving, and family vehicles. One Year Roadside Assistance Emergency Plan from Canadian Tire Roadside Assistance included
- Key components among the 86 pieces include

- air compressor,
- booster cables
  - 8' (2.43 m) 8-gauge booster cable CCA
- tow strap
  - 14' (4.26 m) 4500 lb (2041 lb) capacity tow strap,
- fleece blanket
- tool kit
  - Tool kit contains multi-tool, LED flashlight, (1) D Cell battery, tire gauge, and a 2-in-1 screwdriver
- First aid kit
  - 60 piece first aid kit contains instruction card, (5) towelettes, (10) sterile cotton balls, (40) adhesive strips, 2 piece tape strips, and (2) 2" x 2" (5 x 5 cm) gauze pads
- knit gloves
- roll duct tape
- emergency poncho
- (10) cable ties
- window mount reflective triangle
- signal cone and a carrying case
- flares

## Roadside Emergencies

### Medical Emergency on Board

- All GTR Chauffeurs have current training in Standard first aid and Level C CPR.
- Call for emergency services 9-1-1

### Fire On-Board

- Evacuate the vehicle, ensure passengers are safe on roadside if applicable, call 9-1-1 and try to extinguish the flames with the fire extinguisher. Advise management to send a vehicle for passengers or make alternative arrangements for passengers if on-board.

### Overheating:

- Severe overheating will cause the vehicle to stall.
- Find a safe place to pull over.
- Generally, it occurs on steep hills with full loads.

## Blizzard:

- Do not leave the vehicle; you are much safer in the vehicle than out;
- Call in status if you have a cell signal and it is safe to do so.
- If running the vehicle to keep warm, make sure radiator and tail pipe are clear of snow;
- CO2 may be a hazard. Open windows on the down-wind side of the vehicle and run the fan.

## Railroad Tracks Stall:

- Use front or rear exit procedures; do not use both.
- You want all your passengers on one side of the tracks.
- Move passengers as a group.
- Keep passengers away from the tracks but move them up toward the on-coming train.

## Thunderstorms

- Thunderstorms can be quite sudden and dangerous, and come with little to no rain or extreme, inducing flash flooding. Thunderstorms can also include hail and high winds. Although thunder and lightning can occur during a snowstorm, they are most prevalent from April to October.
- You are safe inside your car during a lightning storm. Do not park near or under trees or other tall objects which may fall during a storm.
- Be aware of downed power lines which may be touching your car.
- Contact Emergency Services immediately if someone gets struck by lightning.

## High Winds

- High winds have the potential to bring down trees, power lines and signs and can turn obscure objects into dangerous projectiles.
- Visibility may be poor due to blowing dust, rain and snow. Watch for excavations road closures and moving equipment or vehicles.
- Ensure all tools, equipment, and loose objects, etc. are secured to prevent them from becoming a projectile.
- Stand clear of roadways or train tracks as a gust may blow you into the path of oncoming traffic.
- Watch for flying debris. Tree limbs may break and street signs may come loose during strong winds.
- In the event of a downed powerline:
- Report downed lines to the local utility emergency centre and to the police or emergency services.
- Avoid contact with anything that may be touching downed lines, including vehicles or tree branches.

- If a line falls on your car, stay inside the vehicle. Take care not to touch any part of the metal frame of your vehicle.
- Honk your horn, roll down the window and warn anyone who may approach of the danger. Ask someone to call emergency services.
- Do not exit the car until help arrives, unless it catches on fire. To exit, open the door but do not step out. Jump with both feet together, without touching any metal portions of the car to safe ground. Shuffle your feet without completely separating them to get to a safe location.
- If you are driving during high winds:
  - Keep both hands on the wheel and slow down.
  - Visibility may be poor due to blowing dust, rain or snow.
  - Watch for objects blowing across the roadway into your path.
  - Keep a safe distance from the cars in adjacent lanes, as strong gusts could push a car outside of its lane of travel.
  - Take extra care in high-profile vehicles such as trucks, vans, SUVs, or if towing a trailer, as these are more prone to being pushed or flipped by high winds.
  - If winds are severe enough to prevent safe driving, safely pull over onto the shoulder of the road and stop, making sure you are away from trees or other tall objects that could fall into your vehicle.
- Visual indicators (see Table 4) are a good way to estimate wind speed while working outside or driving.

Table 4: Wind Speed Visual Indicators

4-11 km/h	12-18 km/h	19-30 km/h	31-39 km/h	40-50 km/h	51-61 km/h	62-74 km/h
Light flags move; leaves rustle	Light flag fully extended; leaves are in motion	Small branches on trees move; raises newspaper	Small trees sway; causes snow drifts	Large branches sway	Large trees sway	Small branches break off trees

## Tornadoes

- Tornadoes can be very dangerous and unpredictable. Tornado season in Ontario typically runs from April until September. They are more likely to occur from June to August. During these months, listen to the radio and weather reports for a Tornado Watch or Warning. A Warning is more severe than a Watch.
- Be aware of Tornado danger signs. They might include:
  - Dark, greenish-turquoise-coloured clouds;
  - Wall cloud (an isolated lowering of the base of the thunderstorm);
  - Cloud of debris;

- Large hail;
- Funnel cloud (a visible rotating extension of the cloud base); and/or
- Roaring noise.
- Secure tools, equipment, etc. to prevent them becoming a projectile.
- Find a safe place to wait out the storm. This should be a basement, storm cellar or interior room on the lowest floor with no windows.
- Gather to the centre of the room and crouch as low as possible to the floor, facing down and cover your head with your hands to protect your head from debris. If possible, get under a sturdy object like a table or desk or use soft items to help block falling debris.
- If you are caught outside, seek shelter as soon as possible. If you cannot get to shelter:
- Immediately get into your vehicle, buckle your seatbelt and try to drive to the closest sturdy shelter.
- If flying debris occurs while you are driving, pull over and park the vehicle and do the following, dependent on which is best in the circumstances:
- Stay in the car with the seatbelt on. Put your head down below the windows, covering with your hands or blanket/jacket if possible; or,
- If you can safely get noticeably lower than the level of the roadway, exit your vehicle, or if you cannot reach your vehicle, and lie in that area, covering your head with your hands. Keep alert for flash floods, sometimes caused by heavy rainfall, if seeking shelter in a ditch or low-lying area.
- Do not seek shelter under an overpass on the highway, especially if you are not in your vehicle.
- Check in with your Supervisor/Manager as soon as it is safe to do so.
- If necessary, seek medical attention or call for Emergency Medical Services.
- Complete the proper incident reporting form, based on damage or injury following the incident.

## Flooding

- Flooding is typically caused by melting snow, ice jams, high water levels or heavy rains. Flash flooding can occur in rainstorms or if a storm drain is plugged.
- In the case of severe flooding where evacuation is required, always follow the directions of emergency services.
- If you are outdoors and get caught in a flood zone:
- Avoid travelling on roads near water, including bridges, ravines, embankments and low-lying areas.
- Do not drive, swim or walk-through moving flood waters. The water is moving very quickly and can wash you away easily.
- Account for all passengers away from flood waters.
- When driving in snow, maintain a safe distance from the vehicle in front of you. Keep your speed appropriate for the conditions of the roads. Keep your headlights on at all times.
- Before heading out on the roads, inform someone of your destination, expected route and estimated time of arrival. If you get stuck, help can be sent along your pre-determined route.
- When walking on icy surfaces, keep feet close together and shuffle. Wear appropriate footwear to decrease the risk of falling.

- Those working outside are encouraged to wear cleats to increase grip while walking on snow and ice.

## Accidents:

First and foremost, you must remain calm in any accident/collision. Once calm, please follow the procedures listed below.

## Evacuation:

If evacuation is required choose appropriate exit:

- Front end damage - all exits may be used depending on damage;
- Rear end damage - any exit except rear door;
- Broadside damage - any usable exit;
- Rollover - Rear exit and/or unbroken window and ceiling exits (where applicable)
- Front Door (and rear door in Transits): use sliding doors or unbroken window

## Secure vehicle and scene:

- Set emergency triangles to maximize visibility and warning.
  - When using the roadside triangles be sure that you are pulled off to the side of the road as far as possible to protect yourself from traffic.

Set out appropriate flares, lamps, lanterns or portable reflectors as required by the Highway Traffic Act at a distance of approximately 30 metres (100 ft) in advance of the vehicle and 30 metres (100 ft) to the rear.

- They must be visible from 150 metres (500 ft) in each direction.
- Be sure to place them around the vehicle where they are still visible.

Do not move the vehicle unless necessary for safety reasons or by police order.

If passengers are at risk, evacuate the vehicle and move them to a safe area.

Render first aid to the injured, but only within the limits of your medical training.

After you have reported the accident to the Police and the office,

**DO NOT DISCUSS THE ACCIDENT WITH ANYONE** on the site other than the Police and your supervisor. Simply collect and exchange necessary information with the other driver.

If the accident is severe enough to require drug/alcohol testing, you must be available for testing for the next 8 hours for alcohol and the next 32 hours for drugs. Testing is required when:

- A death has occurred as result of the accident, or
- An injury has occurred which requires offsite attention, i.e. an ambulance is used, or
- A vehicle must be towed from the scene, and
- A moving violation or citation is issued.



## Documentation & Reporting:

- All accidents/incidents must be reported, no matter how minor. The form required is the Driverseat Incident Report form carried within the binder in the vehicle. It must be filled out in detail, signed and turned into the supervisor within 12 hours. Ensure a new blank form is replaced in the binder.
- Assist your General/Operational Manager to complete the Damage Report for Auto or Property Damage Form.

## Contact Numbers:

- During business hours, please contact your immediate supervisor and/or the Office
- After business hours or on weekends please refer to the “Manager-on-Call” schedule
  - General Manager; Adam Mckeachie 519-370-9331
  - Rosalie Pfeiffer 519-373-7335

## Collisions:

A collision is defined as any occurrence involving a motor vehicle driven by an employee on company business, which results in death, injury, or property damage, unless the vehicle is properly parked. If a collision occurs:

- Get safely off the road, turn your vehicle ignition off, give or receive emergency medical care (if qualified), secure the scene, notify local authorities.
- Complete the accident procedures.
- Report the collision to your supervisor immediately. Failure to provide timely supervisory notification may result in disciplinary action, up to and including termination. The supervisor may direct you to make other notification/ support phone calls as necessary.
- Photos of the scene should be taken as soon as possible. Include all of the vehicles involved (damage details, four sides, license tag, and vehicle number), property damages, the roadway and any skid marks, spills or debris, traffic controls, and the roadway approaching the point of impact.
- Obtain witness names, addresses, and phone numbers. Make note of any bystanders, stopped vehicles, and tag numbers.
- Obtain and provide a valid Chauffeur’s license, vehicle registration, and insurance documents.
- If a Critical injury or fatality occurs as a result of collision you must complete the critical injury inventory forms located in your vehicle binder in addition to the accident & damage incident report with the help of your manager.
- Chauffeurs, employees, and supervisors should exercise professional restraint following a collision. Never admit guilt, negligence, or speculate on the causes. Discuss the details only with

the investigating authorities, managers, or other verified representatives approved by the company.

- Do not talk to the media – if you are approached for comment, refer them to the company’s Corporate Communications department, or your supervisor
- Regulatory required post-collision alcohol and drug testing will be performed as soon as possible if the collision results in a fatality, or if our Chauffeur receives a citation coupled with either emergency medical treatment away from the scene or a vehicle being towed.
- It will be investigated and reviewed thoroughly to determine the root cause, preventability, and to ensure that appropriate preventive follow-up actions are taken.
- It will be considered preventable when the results show that the Chauffeur failed to prevent the collision by anticipating hazards, the unsafe actions of others, or not applying appropriate defensive driving methods.
- Assist your General/Operational Manager to complete the Damage Report for Auto or Property Damage Form.
- If the collision is determined to be preventable, it will also be considered Risk Associated Behavior (RAB). RAB is defined as sub-standard safety performance by an employee resulting in injuries and collisions. Note: Working safely is a condition of employment.

## Minor Collision

“Minor” preventable collisions occurring within a rolling 36-month period will result in the following corrective disciplinary actions against the responsible employee:

- 1st Offense – Counsel, written reprimand, perform remedial training, and satisfactory check ride required
- 2nd Offense – 3-day suspension, written reprimand, remedial training, satisfactory check ride, and employee action plan
- 3rd Offense – Termination

## Major Collision

“Major” collisions involve any of the following:

- Fatality or Injury sustained as a result of the collision
- Emergency medical treatment away from the scene
- Damages exceeding \$5,000

Major collisions determined to be “preventable” will result in employee termination. The involved Chauffeur has the right to request a formal collision review board within three days of receiving the preventability decision. If Chauffeurs have questions, they should review the details with their

supervisor. Collisions will be considered “non-preventable” if the Chauffeur applied appropriate defensive driving techniques, controlled the vehicle by making allowances for road, traffic and weather conditions, and took the necessary precautions and actions to avoid the collision.

## Passengers with Mobility/Cognitive Impairment

- Reduce distractions:
  - Communicating is easier if other things are not happening at the same time. For example, if the TV or radio is distracting the person, turn it off.
- Introduce yourself:
  - Before engaging in conversation, introduce yourself. Tell the person your name e.g., “My name is Andrea, I am your Chauffeur.”
- Have one-on-one conversations:
  - Keeping track of conversations in larger groups may become difficult. When possible, try to have one-on-one conversations or conversations in smaller groups.
- Gain attention:
  - Face the person. Making eye contact with the person will help focus their attention.
- Be aware of your tone and body language:
  - Remain calm and speak in a relaxed tone of voice to put them at ease. Abrupt or hurried movement, as well as a sharp tone or raised voice, may cause distress.
- Connect don't correct:
  - Instead of criticizing and correcting, ignore failures and remember to be supportive, positive, and encouraging.
- Be clear and concise:
  - Talk slowly and clearly, using short and simple sentences. Use closed-ended questions which are focused and can be answered with “yes” or “no” or with a choice.
- Avoid open-ended questions.
  - Avoid phrases that can be interpreted literally, such as “up to my eyeballs” which might be confusing.
- Be respectful:
  - Use the person's preferred name when addressing them. Do not patronise or speak down to the person. Avoid using childish or “elder” talk or any demeaning language. Avoid talking about the person as if they aren't present. Do not talk over the person.

They may still understand what is being said even though they have lost the ability to produce the words that are in their mind.

- Listen carefully:
  - Listen carefully to what the person is saying and observe both verbal and non-verbal communication. Try not to interrupt the person even if you think you know what they are saying. If the person is having difficulty finding the right words, you can offer a guess as long as they appear to want some help.
- Be patient:
  - The person may need more time to process information, so be patient. Provide reassurance. If they sense you are impatient or agitated, they may feel stressed or frustrated.
- Encourage exchange:
  - Make your communication a two-way process that engages the person with dementia. Involve them in the conversation. If you don't understand what is said, avoid making assumptions. Check back with them to see if you have understood what they mean.
- Show and talk:
  - Use actions as well as words. For example, if it is time to go for a walk, point to the door or bring the person's coat or sweater to illustrate what you mean.
- Encourage humour and laughter, respect sadness:
  - Humour can bring you closer, can release tension and is good therapy. Laughing together over mistakes or misunderstandings can help. If the person seems sad, encourage them to express their feelings, and show you understand.
- Don't forget to account for hearing or vision problems!
  - Make sure that the person is able to hear or see you if they can.

## Warming Stations during Winter Road Closures

1. Owen Sound
  - a. Barclay Room at Owen Sound Police Services
    - i. 922 2nd Ave West.
  - b. hotels, motel, and Airbnb's
2. Chatsworth
  - a. Firehall
    - i. 75 McNab St.
  - b. Williamsford Curling Club
    - i. 112 Salter St
  - c. The Golden Mile Club in Chatsworth

i. 37 Alexandria Ave

3. Grey Highlands

**a. Flesherton Library as a warming/cooling centre**

- TUESDAY – 10 to 5
- WEDNESDAY – 10 to 5
- THURSDAY – 10 to 5
- FRIDAY – 10 to 5
- SATURDAY – 9 to 2

**b. Kimberley Library as a warming/cooling centre**

- TUESDAY – 1 to 5
- THURSDAY – 10 to 2
- SATURDAY – 10 to 2

**c. Markdale Library as a warming/cooling centre**

- TUESDAY – 10 to 5:30
- WEDNESDAY – 10 to 5:30
- THURSDAY – 1 to 5:30
- FRIDAY – 10 to 5:30
- SATURDAY – 10 to 3:30