the VOLUNTARY NETWORK

Emergency Plan for Community Transport

All Drivers are MiDAS trained, the procedure detailed below is per MiDAS guidelines. This document will be given to all drivers and will be available in each of the vehicles.

Road Traffic Accident

If the minibus that you are driving is involved in an accident it is important that you adhere to the correct procedure, follow the steps below.

- Stop! It is a legal requirement to stop your vehicle after any accident
- Do not move the vehicle unless it is causing a hazard, if so pull it to the side of the road
- Apply handbrake, put into a high gear and switch off the engine
- Evacuate your passengers if they are deemed to be at any further risk (eg. Fire, vehicle is in hazardous area), otherwise ask them to remain where they are
- Alert other road users, switch on hazard warning lights, at night switch on other lights. All vehicles are equipped with a red warning triangle which should be placed at least 50m behind the vehicle
- Check carefully for any injuries among passengers. Call 999 if required or administer basic first aid if appropriate. Reassure and calm your passengers at all times
- Give your name, address, vehicle owner's name, address and registration no. to anyone who has reasonable grounds for requesting them
- If someone is injured and therefore particulars cannot be exchanged you must notify the police within 24 hours – regardless of who is to blame
- Note details of anyone involved, including witnesses
- Note details of any other vehicle involved, location, conditions
- Obtain a copy of any statement that you give to the Police
- Inform TVN as soon as is practicable

DO NOT

- Admit liability, even if it may be your fault
- Discuss the accident with anyone other than the Police
- Talk to the media about the accident

Evacuation Procedure

You may be required to evacuate a minibus in the event of breakdown, accident or fire. The rules apply to all situations, although a fire would decree a greater sense of urgency.

All minibuses carry two fire extinguishers and some have fire safety systems fitted under the bonnet. **However, the absolute first priority should always be the safe evacuation of passengers.** Those passengers who are quickest and easiest to evacuate must alight from the vehicle first.

A minibus can burn out completely in just 3 or 4 minutes, so do not waste time trying to put out a fire. You should also remember that smoke generated by vehicle fires can be highly toxic; any action you take should not endanger your own life.

What to do if the Minibus Catches Fire

- Stop the Vehicle immediately, engage the handbrake
- Switch off the engine and, if applicable, put the vehicle into a high gear, in case of accidental engine re-ignition
- Engage the fuel cut off switch if there is one
- Take control and explain calmly but authoritatively that an emergency has arisen, that everyone must undo their seatbelts and leave by the nearest exit as quickly as possible
- Assist passengers to leave the vehicle and assemble a good distance away from the vehicle, closing the doors behind them
- Do a head count to ensure that everyone is out. If the vehicle is full of smoke you may not be able to see if anyone is still in the vehicle
- Call emergency services on 999
- If it is safe to do so, remove the ignition key, engage the battery isolation switch if fitted, close all windows. If you thing the engine is on fire then release the bonnet catch if it is safe to do so – but **DO NOT OPEN THE BONNET**
- Tackle the fire **ONLY IF IT IS SAFE TO DO SO** and you are absolutely sure that in doing so there is no risk to you or any other people.
- When the emergency services arrive, inform them of any hazardous substances on board

How to Assist Wheelchair Users in an Emergency

Although you have a duty of care to your passengers, you must make sure you do not place yourself at risk during an emergency situation. If you choose to do so then this is the recommended order of preference of evacuation methods:

- Use the passenger lift or ramp in accordance with the manufacturer's instructions. Even in a fire it is the safest way for wheelchair users to evacuate the vehicle
- If the lift cannot be used in the usual way but the vehicle has a relatively low floor, the lift may be positioned half-way between the ground and the floor, and used as a step. In this case bring the passenger in the wheelchair out backwards
- If the lift cannot be used at all and another person is available then lift the passenger while seated in the wheelchair through the vehicle door backwards
- If the wheelchair cannot be released from its restraints, them lift the passenger, without the chair, through the door, This requires help from another person

How to Deal With a Minibus Fire

Extinguishers are only for dealing with small fires. You should only attempt to extinguish a fire it this is necessary to facilitate vehicle evacuation and you can do so without injuring yourself. Following are some tips should you choose to use the extinguisher

- Try to approach the fire with the wind at your back
- Test the extinguisher before engaging the fire
- Get as low to the ground or base of the fire as possible
- Aim at the base of the fire and use a sweeping motion
- Leave yourself an escape route
- Never turn your back on the fire when moving away from it
- Ensure the fire is completely extinguished and not liable to re-ignite
- Arrange the safe disposal of used Extinguishers

Breakdown Procedures

1. Your first priority are your passengers, ensure they are safe, comfortable and re-assured
2. Place the Red Triangle 50 metres from the vehicle
3. Tell the passengers not to leave the vehicle unless they are at risk
4. If on a trunkroad or motorway or if vehicle is causing a hazard them follow the evacuation procedure
5. Inform TVN of what has happened

If you are not able to reach the office or Caroline on 078 999 16224, the procedure is as follows

Emergency breakdown number is 07850 346209. Manchetts will deal with your call

Replacement Tyres, call ATS 01359 270777, please inform them if it is a Suffolk Fleet vehicle

Glass Replacement, call 0800 400 333. The Windscreen Company. If it is a Suffolk Fleet vehicle please quote reference SUF 353

Battery failure procedure, if it is a Suffolk Fleet vehicle, please call 01359 270777

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