

**Taken from Safe & Professional Guide : PASSENGER ASSISTANT & DRIVER - WORK INSTRUCTIONS**

**“Assisting Wheelchair users to board & alight**

All wheelchair users must access the vehicle via the tail lift. The **driver** must ensure the safety belt, (lap strap), or harness is securely in place prior to placing the wheelchair user onto the platform. Once on the platform, the driver must ensure wheelchair's brakes are applied. Where there is room on the platform, the **passenger assistant** should travel into the vehicle with the passenger.

**Drivers** must use the tail lift according to training and the manufacturers instructions kept within vehicle at all times.

Where the **passenger assistant** has been specifically trained s/he may apply the appropriate / designated wheelchair securing devices, and the inertia reel seat belt.

Any clamping of wheelchairs must be done with the consideration of maintaining a minimum 360mm (14") clear gangway to both emergency exits, and any seat alongside a wheelchair may not be used if it is blocking access.

However, it is the **driver's** responsibility in every case, to undertake a double, physical check that these devices have been applied correctly.”