

# Free Coaching Systems® training for your drivers of special needs passengers.



Passengers with physical, intellectual or emotional disabilities can put unique demands on fleet drivers. In addition, those drivers may be unsure about how to assist passengers as they perform routine tasks like anchoring a wheelchair, fastening a seat belt or getting in and out of a vehicle. *Transporting Passengers with Special Needs™*, a training program developed by Coaching Systems®, LLC and available from Nationwide® at no cost to our members, can help your drivers develop the skills they need to feel competent assisting people with disabilities.

## Comprehensive, practical training.

*Transporting Passengers with Special Needs* employs state-of-the-art teaching and learning practices: a professionally produced DVD presentation, a self-guided instructor's kit, student workbooks and self-checks, and scenarios for step-by-step hands-on practice. In addition, the course is designed to be tailored to address conditions particular to your clients. Whether your drivers operate vans, sedans or SUVs, this program can provide education on relevant topics, including:

- Pre-trip safety considerations
- Safe passenger pick-up sites
- Defensive driving skills and techniques, including maintaining a cushion of safety, reading traffic patterns to avoid hazards, and adapting to changing traffic patterns and weather conditions
- Passenger assistance procedures, including safety procedures for ingress, egress and operating the lift
- Securing passengers within the vehicle
- Effective communication skills

## Step-by-step instruction.

Your HR or safety manager can conduct training sessions at your facility because the stand-alone kit is clear and easy to follow. Segmented into approximately one-hour teaching sessions, the instructor's guide offers step-by-step instructions for presenting the course, coaching suggestions for creating a positive learning environment and guidelines for conducting a hands-on clinic. Based on topics addressed in the video, individual driver response books prompt drivers to answer questions and analyze and recommend best practices for various challenges. A self-appraisal exercise, analyses of collision and passenger

The U.S. Census Bureau reports that about 56.7 million people, 19% percent of the population, had a disability in 2010.<sup>1</sup>



<sup>1</sup> *Nearly 1 in 5 People Have a Disability in the U.S.*, Census Bureau Reports, Press Release, U. S. Census Bureau (7/25/15).

assistance scenarios, and a course completion certificate for each driver round out the kit. While the instructor kit is available on loan, participant workbooks are yours to keep.

## Flexible scheduling.

Whether you conduct the training in-house or you would like some additional support, Nationwide Loss Control Services (LCS) can provide a solution that best meets your needs:

- Host the sessions at your location and have your safety or training manager conduct them using Coaching Systems' materials — or conduct them yourself. This can be done at your convenience.
- Conduct a train-the-trainer session. If you don't have a dedicated safety or training manager, a train-the-trainer session can help the employee you designate become familiar with course materials, learn how to facilitate discussions and be ready to teach the program elements to your staff.
- Ask your LCS representative to arrange group training sessions. If you prefer to send your drivers to an off-site training event, LCS can arrange to offer the program with drivers from other companies at a convenient, central location.
- Have your LCS professional conduct the first training session with your trainer, HR manager or safety supervisor. LCS offers this service to members who want to train 40 or more drivers. Once familiar with the program, your team can schedule additional follow-up sessions as needed.



While your drivers practice care and vigilance when transporting passengers with special needs, they may be unsure about best practices for addressing the needs of those passengers. That's where Coaching Systems' training programs can help.

## Get started by contacting Nationwide LCS today.

Nationwide appreciates your ongoing commitment to safety and quality and believes that this investment in training will help your organization operate safely and productively. To that end, we encourage you to contact Loss Control Services today. Ask about the *Transporting Passengers with Special Needs* program, and begin training your drivers immediately.

Providing solutions  
to help our members  
manage risk.<sup>SM</sup>



For your risk management and safety needs, contact Nationwide Loss Control Services: 1-866-808-2101 or [LCS@nationwide.com](mailto:LCS@nationwide.com).