

TRANSPORTATION WITH CLIENTS (ADMITTING)

PROCEDURES

1. At the start of the trip, do the following:
 - a. Confirm the destination and the client who will be picked up. Confirm whether there will be a relay driver at a halfway meetup point. Confirm any relevant contact information (e.g. phone number).
 - i. Note: Usually, the Admissions team will communicate this information.
 - b. Confirm any non-client passengers, if any.
 - c. Bring the following with you: vehicle keys, a business credit card, a valid driver's license, and a sufficiently charged phone. Grab any additional relevant items, if applicable (e.g. Narcan).
 - i. Note: You are strongly advised to bring personal funds in case of an issue with the business credit cards. You will be reimbursed if you save your receipt(s).
 - d. Inspect the vehicle for any visible issues that could impair safe driving (e.g. flat tire).
 - i. Note: If there is, do not complete the drive. Notify the Administrative team.
 - e. Ensure that the following items are present in the vehicle: the vehicle registration, a commercial insurance card, and a working Air Tag.
 - i. Note: If there is, do not complete the drive without notifying the Administrative team first.
 - f. Turn on the vehicle and check the dashboard for lights that indicate issues (e.g. check engine light) as well as gas level.
 - i. Note: If there is an issue, do not complete the drive without first notifying the Administrative team first. If the issue is known / minor and / or the trip is short, then the drive may still be approved.
 - g. Write down the following using the Vehicle Log:
 - i. Date
 - ii. Driver (i.e. name)
 - iii. Destination
 - iv. Mileage Start
 - v. Gas Start
 - vi. Damage / Issues (if noticed during step e, f, and / or g)
 - h. Put on a seat belt. Ask any passengers to put on a seat belt, too.
 - i. Start the trip. Communicate any essential information (e.g. client's name, arrival time, departure time, etc.) at the start / in the middle of the drive using internal communications. Communicate any essential information (e.g. arrival time, departure time, etc.) to the relay driver, if applicable. Drive in a safe, cautious, and legally compliant manner. Always close the windows and lock the doors when making a stop that requires exiting the vehicle, and ensure that valuables are kept out of sight. Fill up the vehicle with gas, if necessary.
2. After arriving, do the following:
 - a. Communicate any essential information (e.g. confirmation of arrival, etc.) using internal communications.
 - b. Locate the client to be picked up. Use the client's contact information, if necessary, or the relay driver's contact information, if applicable.

- i. Note: If you're unable to locate the client, please inform the Administrative and / or Admissions team so that they can provide assistance.
- c. Greet the client warmly.
- d. Return to the vehicle.
- e. Help the client with loading their belongings into the vehicle.
- 3. After picking up the client, do the following:
 - a. Ensure that you have all passengers with you.
 - b. Ensure that you have all relevant items with you.
 - c. Inspect the vehicle for any visible issues that could impair safe driving (e.g. flat tire).
 - i. Note: If there is, do not complete the drive. Notify the Administrative team.
 - d. Turn on the vehicle and check the dashboard for lights that indicate issues (e.g. check engine light) as well as gas level.
 - i. Note: If there is an issue, do not complete the drive without first notifying the Administrative team first. If the issue is known / minor and / or the trip is short, then the drive may still be approved.
 - e. Put on a seat belt. Ask any passengers to put on a seat belt, too.
 - f. Start the trip. Communicate any essential information (e.g. client's name, confirmation of pick up, arrival time, etc.) at the start / in the middle / at the end of the drive using internal communications. Drive in a safe, cautious, and legally compliant manner, ensuring that clients do not become anxious / nervous due to erratic driving. Always close the windows and lock the doors when making a stop that requires exiting the vehicle, and ensure that valuables are kept out of sight. Always keep an eye on the client if you have to stop for any reason, ensuring that they do not use / purchase contraband (i.e. alcohol or drugs). Fill up the vehicle with gas, if necessary.
 - i. Note: Usually, the vehicle should be filled up with gas before returning to the facility if it is less than one-quarter ($\frac{1}{4}$) full.
- 4. At the end of the trip, do the following:
 - a. Write down the following using the Vehicle Log:
 - i. Mileage Stop
 - ii. Gas Stop
 - iii. Damage / Issues (if noticed during the trip)
 - b. Turn off the vehicle.
 - c. Remove any trash from the vehicle.
 - d. Help the client with unloading their belongings from the vehicle.
 - e. Lock the vehicle.
 - f. Lead the client into the facility, helping them with their belongings along the way.
 - g. Introduce the clients to the onsite employees who will assist with the admission.
 - i. Note: Usually, it is the BHT team.
 - h. Return the following: vehicle keys and business credit card.
 - i. Record any expenses using the SCAT Expense Tracker in the Admin Office. Put any receipts related to expenses that were recorded into the receipt envelope.

FAQ

1. What do I do if there is an incident / emergency during the trip?
 - a. See: [SCAT - Transportation - Reference Manual - \(4\) Additional Resources - What to Do i...](#)
2. May I stop to eat a meal and / or grab a snack?
 - a. Yes, you may. You may also pay for meals / snacks using the business credit card, but please be mindful of the total costs. If you're unsure whether you're spending too much on meals / snacks, please speak with the Administrative team for more information.
3. May I use my personal phone while driving?
 - a. As always, you are asked to drive in a safe and legally compliant manner. It is recommended that personal phone usage be restricted unless it is being used in a legally compliant manner for navigation, entertainment (e.g. music, podcasts), and / or essential communication.
4. May I listen to music / podcasts / news while driving?
 - a. Yes, you may, but please be mindful of any passengers and ensure that the content is both appropriate for and acceptable to them. Any content that promotes alcohol and / or drug use is strictly prohibited when transporting clients.
5. May I smoke / vape while driving?
 - a. No, you may not. Please refrain from doing so as it negatively impacts the interior of the company vehicles.
6. May the client smoke / vape while driving?
 - a. No, they may not. It negatively impacts the interior of the company vehicles.
7. Should I communicate with clients during the transport?
 - a. Yes, it is encouraged. Clients should be educated on the transport, including where they are going as well as what time that they will arrive. It is also encouraged to provide them with peer support if it feels appropriate. That being said, it is important not to prescribe solutions to clients (e.g. promoting a specific modality of recovery, discouraging the use of MAT, etc.).
8. What should I do if the client requests an additional / unexpected stop?
 - a. Make a decision. Use your best judgment.
9. May I pick up more than one client at a time?
 - a. Yes, you may if the logistics of doing so make sense. The Admissions team will help with determining this.