

**Wheelchair boarding and alighting for Customers
using National Express Wheelchairs.**

(Hidral Version)

**This is an addition to the current wheelchair board
process, please ensure you are trained on how to
deploy both the PLS and Hidral lifts.**

Version 1 August 2019

Guidance

There will be occasions where customers will wish to use our services but may have difficulty in accessing the coach using the stairs.

On these occasions the driver is required to follow the process listed below using the wheelchair that is stored on the coach.

NB: It is imperative that the process listed is the ONLY authorised process to follow.

Legal Requirements – Accessibility

Under the Equality Act 2010 we have a legal responsibility to provide reasonable adjustments to ensure customers have equal access to our services. At National Express we pride ourselves on doing the right thing for our customers.

What:

Train you to use the National Express stored wheelchair to board and alight customers onto the coach safely & secure the wheelchair on the bulkhead provided. To the standard of National Express

Interest:

Traditionally the operation of the lift has always been regarded as an operation for people who travel in their wheelchair or transfer to a seat. It is now recognised that many of our customers have various needs that are not always visually apparent and by having this process we are able to provide a more accessible service.

Need:

To be able to use this system in a professional manner will give you the confidence to support customers.

This service will increase prospects for you to have more customers on your service. Also the feel good factor of being able to assist any persons is priceless to all concerned.

NB: Under no circumstances is any person permitted to stand on the platform whilst the lift is in operation.

The Wheelchair

Z-Tec ZT600-604

Width: 60cm / 23⁵/₈"

Height: 94cm / 37"

Seat Height: 50cm / 19³/₄"

Seat Width: 48cm / 19"

Seat Depth: 40.7cm / 16"

Width Between Arms: 43cm / 17"

Max User Weight: 116kg / 18 Stone 2lbs

Chair Net Weight: 12.5kg / 27.5lbs

Weight inc. Footrests: 14.3kg / 32lbs

Should not be used as seat in moving vehicle.



Normal Lift Operation

Make sure the engine and the master switch is switched on whilst doing any operation with the lift and that the coach has been 'kneeled' wherever possible.

Boarding

Step 1

Remove the wheelchair from the bulkhead in the luggage compartment.

What should you take care of when removing the wheelchair?

Ensure you don't bang your your head and ensure you hold the wheelchair safely and securely.

Step 2

Wheel the wheelchair to the entrance door and then lift the wheelchair with one arm and board the coach steps holding on to the handrail with your other arm.

Why is it important to use the handrail whilst boarding the coach with the wheelchair?

Personal safety and security.



Step 3

Power switch: - Turn on to begin procedure, must be off when not in use



SHOW SWITCH

Where would the power switch be located?

The power switch is located on the driver controls next to the door control on the bottom panel

Step 4

Find the handheld device located on the nearside front of coach

What should you check for with the handheld?

The wire is clear of any obstructions and the handheld is not damaged.

Identify control buttons as

Up

Down



NB. The lift should always be deployed onto a kerb (where possible). and should have enough space to allow the mechanism to be fully deployed. When loading is at road level, the vehicle suspension must be lowered using the ferry lift switch prior to deploying the lift. This ensures the level to the ground does not make the lift over reach.

TIP- If the lift does not come out when pressing out, press the latch down on the step where the lift comes out of.

Step 5

Deploy the lift by opening it from its holding using the up button until the lift is fully deployed, with bridge plate and grab rails fully unfolded.

Where should you stand whilst undertaking this procedure?

Stand inside behind the modesty panel so you can see what is taking place

Step 6

Press up button all the way up to the top until bridge plate is in position level with the vehicle floor.

What should you check for on the floor?

Ensure that the floor is clear of any obstructions prior to the customer being ready to board.

Step 7

Unlock and lift the floor fill in to position

What is the purpose of the floor fill?

To fill the gap between the bridge plate and the floor aisle



Step 8

Place the wheelchair on to the lift facing forward, fully unfolded and brakes applied

Why is it important to ensure the brakes are applied

To ensure the wheelchair is secured on the lift as well as the safety of the customer when they board.

Step 9

Close the floor fill back to the position it started and lock the latch

Why is it important to put the floor fill back into original position and ensure it clicks into the latch?

The lift will not operate unless the floor fill is latched back into the original position

Step 10

Continually press the down button to lower lift to the floor and drop the ramp once the lift is fully unfolded.

Why is it important to ensure the ramp drops?

The ramp drops for the wheelchair to gain access to the lift



Step 11

Ask the customer to sit in the wheelchair and hold onto the hand rails where possible

NB: Under no circumstances is any person permitted to stand on the platform whilst the lift is in operation.

Why is this important the customer remains seated in the wheelchair during this operation?

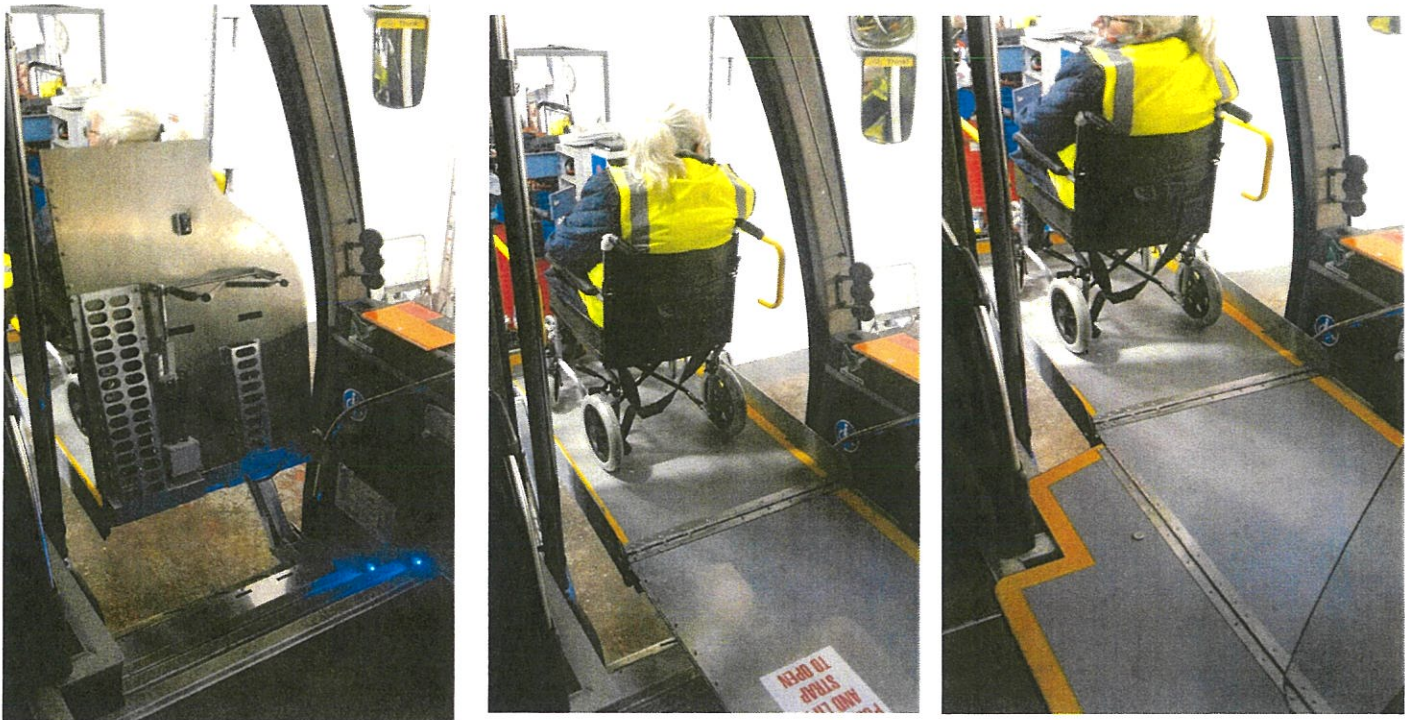
To ensure the safety of the customer whilst on the platform.

Step 12

Explain and reassure the customer of the process

Why is it important?

To give the customer confidence and to reassure them



Step 13

Press up button all the way up to the top until bridge plate is in position level with the vehicle floor.

Why is it important to continually press the up button throughout?

To ensure the lift does not jolt during the process and the operation remains smooth.

Step 14

Unlock and lift the floor fill in to position

What is the purpose of the floor fill?

To fill the gap between the bridge plate and the floor aisle

Step 15

Maneuver the wheelchair to align with the two front seats, and ask the customer to stand.

Why is it important to maneuver the customer to the front seats

To ensure it is safe for them to stand and they are away from any obstacles from around the coach entrance.

Step 16

Fold up the wheelchair to allow space for the customer to be seated.

Why do you need to fold up the wheelchair to allow space?

Without folding the wheelchair there isn't enough space for the customer to be seated safely

Step 17

Assist the customer to their chosen/allocated seat.

Why is important to ask the customer how they would like to be assisted.

To ensure the customer is able to maintain independence and personal space.

Step 18

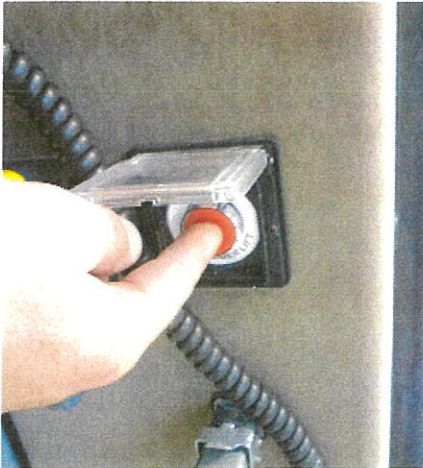
Press and hold down the stow button the ramp will raise and then the lift will drop to stow level and stow it's self away.

Why is it important to keep the stow button pressed?

This automatically lowers and stows the lift.

What would happen if you took your finger off the stow button?

The procedure would stop.



What should you check for during this procedure?

That everything has folded properly and that nothing is protruding.

Step 19

Switch off power switch.



Why is it important to switch off the power switch?

The buzzer will sound off every time the door opens if the power switch is on.

Step 20

Carry the wheelchair with one arm and align the coach steps holding on to the handrail with your other arm.

Why is it important to use the handrail whilst boarding the coach with the wheelchair?

Personal safety and security.

Step 21

Place the Wheelchair on bulkhead in the luggage compartment.

Why is it important that the wheelchair is fully secured?

To prevent damage and to ensure the customer can alight.

Have you any questions on these points?

Practice Steps 1 - 21

ALIGHTING

Please ensure that you alight the customer after all relevant customers have disembarked.

Step 22

Remove the wheelchair from the bulkhead in the luggage compartment.

What should you take care of when removing the wheelchair?

Ensure you don't bang your your head and ensure you hold the wheelchair safely and securely.

Step 23

Wheel the wheelchair to the entrance door and then lift the wheelchair with one arm and board the coach steps holding on to the handrail with your other arm.

Why is it important to use the handrail whilst boarding the coach with the wheelchair?

Personal safety and security.



Step 24

Power switch: - Turn on to begin procedure, must be off when not in use



SHOW SWITCH

Where would the power switch be located?

The power switch is located on the driver controls next to the door control on the bottom panel

Step 25

Find the handheld device located on the nearside front of coach

What should you check for with the handheld?

The wire is clear of any obstructions and the handheld is not damaged.

Step 26

Identify control buttons as

Up

Down



NB. The lift should always be deployed onto a kerb (where possible.) and should have enough space to allow the mechanism to be fully deployed. When loading is at road level, the vehicle suspension must be lowered using the ferry lift switch prior to deploying the lift. This ensures the level to the ground does not make the lift over reach.

TIP- If the lift does not come out when pressing out, press the latch down on the step where the lift comes out of.

Step 27

Deploy the lift by opening it from its holding using the up button until the lift is fully deployed, with bridge plate and grab rails fully unfolded.

Where should you stand whilst undertaking this procedure?

Stand inside behind the modesty panel so you can see what is taking place

Step 28

Press up button all the way up to the top until bridge plate is in position level with the vehicle floor.

What should you check for on the floor?

Ensure that the floor is clear of any obstructions prior to the customer being ready to alight.

Step 29

Unlock and lift the floor fill in to position

What is the purpose of the floor fill?

To fill the gap between the bridge plate and the floor aisle



Step 30

Ask the customer to position themselves at a safe, convenient location.

Why is important that the location is safe and convenient?

customers may be vulnerable, and will need a safe space to be able to transfer to the wheelchair.

Step 31

Unfold the wheelchair and apply brakes and ask the customer to be seated in the wheelchair.

Why do you apply the brakes?

To ensure the wheelchair doesn't move whilst the customer is sitting down

Step 32

Release the brakes and maneuver the wheelchair forward facing to the correct position on the wheelchair platform then re-apply the brakes and ask the customer to hold onto the hand rails where possible

NB: Under no circumstances is any person permitted to stand on the platform whilst the lift is in operation.

Why is this important the customer remains seated in the wheelchair during this operation?

To ensure the safety of the customer whilst on the platform.

Step 33

Explain and reassure the customer of the process

Why is it important?

To give the customer confidence and to reassure them

Step 34

Continually press the down button to lower lift to the floor and drop the ramp once the lift is fully unfolded.



Why is it important to ensure the ramp drops?

The ramp drops for the wheelchair to gain access to the lift

Step 35

Ask the customer to vacate the wheelchair and step away from the lift.

Why should the customer step away from the lift?

To ensure they are safe

What should you be checking for within your surroundings

Check that there are no trip or safety hazards

Step 36

Ensure wheelchair stays secured on the lift platform prior to bringing the lift back up to the top of the coach.

Why is it important that we do not ask the customer to support in this process.

To ensure the customers safety, only authorised trained colleagues are able to support

Step 37

Press up button all the way up to the top until bridge plate is in position level with the vehicle floor.

Why is it important to continually press the up button throughout?

To ensure the lift does not jolt during the process and the operation remains smooth.

Step 38

Unlock and lift the floor fill in to position

What is the purpose of the floor fill?

To fill the gap between the bridge plate and the floor aisle

Step 39

Release the brakes and maneuver the wheelchair into a safe position to fold.

Why should this be completed away from the lift?

To ensure your safety

Step 40

Close the floor fill back to the position it started and lock the latch

Why is it important to put the floor fill back into original position and ensure it clicks into the latch?

The lift will not operate unless the floor fill is latched back into the original

Step 41

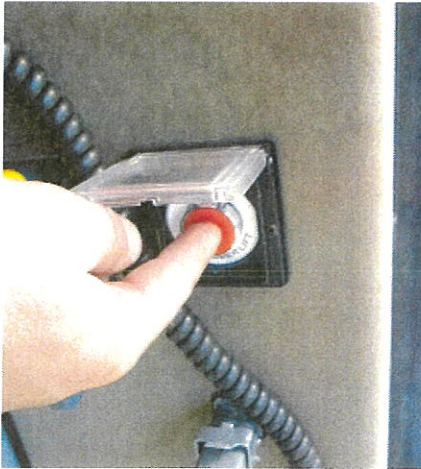
Press and hold down the stow button the ramp will raise and then the lift will drop to stow level and stow it's self away.

Why is it important to keep the stow button pressed?

This automatically lowers and stows the lift.

What would happen if you took your finger of the stow button?

The procedure would stop.



What should you check for during this procedure?

That everything has folded properly and that nothing is protruding.

Step 42

Switch off power switch.



Why is it important to switch off the power switch?

The buzzer will sound off every time the door opens if the power switch is on.

Step 43

Carry the wheelchair with one arm and alight the coach steps holding on to the handrail with your other arm.

Why is it important to use the handrail whilst alighting the coach with the wheelchair?

Personal safety and security.

Step 44

Place the Wheelchair on bulkhead in the luggage compartment.

Why is it important that the wheelchair is fully secured?

To prevent damage and to ensure the customer can alight.

Have you any questions on these points?

Practice Steps 22 - 44