

<b>B. ROLES AND RESPONSIBILITIES</b>		
<b>Section:</b>	<b>8.0 CENTRAL OFFICE</b>	<b>Date Issued:</b> July 30, 2009
<b>Policy Title:</b>	<b>8.6 Emergency Situations and Vehicle Breakdowns</b>	<b>Date Revised:</b> October 21, 2020

**Definition**

The following outlines core responsibilities of the central office, in consultation with the local office, in the event of an emergency situation and/or vehicle breakdown.

**Policy/ Procedure**

The central office will (upon being notified by the driver of an emergency situation and/or vehicle breakdown):

- If the call is to the central office, it will call the local agency.

The local agency will:

- Provide support to the driver. If possible:
  - Call local authorities or emergency support where necessary.
  - Call a tow truck / garage; and
  - Arrange necessary supplies that may be needed such as blankets if it is a cold winter day. (Blankets are in vehicles)
  - Call On-Call for the local agency.
- Contribute to and review the individual agency incident report with the driver.
- Ensure driver follows local agency policies.
- Decide if another vehicle to transfer clients is necessary.
- Request that family members of concerned clients are informed of the delay as necessary.
- Arrange alternate transportation for clients as necessary.