



Enriching the quality of life for people with disabilities since 2009

Standard Operating Procedure – Vehicle Operations

1. Purpose

Procedures for management and operation of ASPNC vehicles.

2. Scope

This SOP covers use and management of ASPNC vehicles and trailers and is applicable to all program staff, leaders, and volunteers.

3. Prerequisites

Valid driver's license and registration with insurance company is required for anyone operating an ASPNC vehicle.

In the event an ASPNC trailer and equipment is towed by a volunteer's privately owned vehicle, said vehicle shall have adequate insurance on file with the ASPNC office.

4. Responsibilities

- **Registration, insurance and maintenance** will be tracked and kept current by the Executive Director.
- **Fueling** should be performed by ASPNC staff using ASPNC credit card/fleet fuel card whenever possible.
- **Damage**, either due to traffic incident or improper equipment handling, shall be promptly reported to the Program Manager. **Injury** sustained due to traffic incident shall be immediately reported to the Executive Director.

5. Training Required

- No specific training is required for general operation of the ASPNC pickup truck or other light duty passenger vehicle.
- A Volunteer Leader or [responsible party designated by](#) the Program Manager will provide basic instruction to involved volunteers in the proper secure attachment of **trailers**, including ball mount, lighting, electric brakes, safety chains, parking chocks, and safe load distribution and tie downs **prior to first use**. Special attention will be paid to trailer backing, with and without the use of a safety spotter, and with boat ramp parking etiquette. [A record of the completed training will be maintained by the ASPNC office.](#)

6. Procedure

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Commented [2]: I see this being as simple as an email to the Prog Dir that it was completed. We could do a training outline if we needed to get fancy, I guess.

Commented [3]: Let's keep it simple for now. No outline needed unless others think so.

Rick

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Medical

- If it is an emergency, call 911!
- Refer to Injury / Accident SOP

General

- Drivers of ASPNC vehicles will comply with traffic laws.
- Any driver of ASPNC vehicles will provide a copy of their valid driver's license to the Executive Director who will have them added to the ASPNC insurance policy as an additional driver.
- Any user of ASPNC vehicles shall conduct a walkaround inspection prior to and after any vehicle use to document new or unfamiliar damage, using an Equipment Repair form
- **Damage**, either due to traffic incident or improper/careless equipment handling, shall be promptly reported to the Program Manager. **Injury** sustained due to traffic incident shall be immediately reported to the Executive Director. A direct witness or the principally-involved party will complete an incident report with objective facts as soon as possible.
- In the event of participant injury, involved parties will immediately notify the Executive Director who will notify family members or the designated emergency contact of participant(s) involved in the emergency or incident. No volunteer or staff will discuss with the emergency contact without authorization of the ED. During notifications, ASPNC staff will not apologize and will provide only necessary facts.
- Any user of ASPNC vehicles is encouraged to conduct a walkaround inspection prior to and after any vehicle use to document new damage, using an Equipment Repair form.
- If a volunteer must refuel a vehicle at his/her out of pocket expense, he should submit a receipt to the Executive Director for reimbursement.
- In the event of participant injury, the first of the ASPNC staff notified will notify family members or the designated emergency contact of participant(s) involved in the emergency or incident. Non supervisory personnel will not notify family member(s) or designated emergency contacts without first contacting ASPNC director. During notification, ASPNC staff will not apologize and will provide only necessary facts.

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Commented [6]: We need to create a form to record damage or revise the Equipment repair form to add pertinent info.

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Crashes

If you are involved in an accident, please follow this accident report checklist:

- Stop your vehicle and remove it from traffic if it's clear, safe and legal. Check for injuries.
- Turn off the ignition of all vehicles.
- Stay calm. Don't argue, apologize or admit fault with others involved in the accident.
- Prevent additional accidents. Warn oncoming traffic with a light, flag, or similar device. Do not stand in the roadway or between vehicles.
- Call the police. Do not discuss the incident with anyone except the police.
- If it can be done safely, obtain immediate photographs to document vehicle positions and road conditions.
- Exchange basic required information with drivers of other involved vehicles.
- Do not admit responsibility for the accident nor sign any statement.
- Do not disclose policy limits to anyone.
- If able, seek any nearby uninvolved witnesses to provide their contact information to law enforcement.
- As soon as it is safe to do so, notify the Program Director, who may further immediately notify the Executive Director in the event of injury or presence of a participant in an ASPNC vehicle. Advise the Program Director if arrangements will be needed to recover or move equipment from the scene.
- Complete ASPNC Incident Report, giving special attention to any observed or potential injuries, note occupants' positions within the vehicle.

Equipment

- Pickup truck
- Kayak Trailer
- Enclosed (bike) trailer
- Anti-theft devices
- Receivers/ball mounts
- Emergency magnetic trailer lighting
- Straps/tie downs

7. Definitions

Minor incident: vehicle damage <\$1000 (e.g. backing into an object) or a citation for a moving violation or parking ticket.

Intermediate incident: significant damage to an ASPNC vehicle but no personal injury, a vehicle incident resulting in an insurance claim, or involving multiple vehicles.

Serious incident: Vehicle collisions/accidents that result in serious personal injury or fatality; or any injury whatsoever to a participant.

Minor damage: scratch or paint transfer <4 sq.in, windshield stone chip, interior stain.

Moderate damage: scratch or paint transfer >4 sq.in, cracked tail light lens.

Severe damage: creased or crumpled body panel, cut tire sidewall, undercarriage mechanical damage.

8. References and Resources

- ASPNC Administrative policies & procedures
- Traffic Law: NH RSA chapters 264, 265, 265-A et. seq., et. rel.
- Equipment SOP
- Injury / Accident SOP
- Equipment repair form
- Incident report form
- Vehicle inspection form?