



Wheelchair Training

Transporting Guests by Wheelchair



POLICY: It is the policy of St. Elizabeth Healthcare to provide a uniform method of transporting guests by wheelchair.

- Volunteers may provide simple wheelchair transport for guests after receiving training.
- Volunteers should consider individual guests. Any volunteer may choose to not provide wheelchair transportation for any guest that is too difficult for them to transport (such as obese).

Transporting Guests by Wheelchair



Two Types of Wheelchairs



Steps for Providing Wheelchair Transport

1. Bring wheelchair to the guest and secure in locked position.

A.I.D.E.T.

Acknowledge/Introduce:

Good morning Mr./Mrs. (their name). My name is (your name) and I will be transporting you to (destination).



Steps for Providing Wheelchair Transport



2. Raise footrests and pads so the guest may easily get into the wheelchair.
3. Guests must be able to get into the locked wheelchair unassisted.
4. Arrange the footrests to position of comfort for the guest.



Steps for Providing Wheelchair Transport

5. Release wheelchair brakes.
6. Proceed to destination.



A.I.D.E.T.

Duration:

It should only take a few minutes for us to reach (destination).

Steps for Providing Wheelchair Transport

7. Keep to the right of corridors.
8. Proceed with caution at intersections and doorways (use overhead mirrors to watch for others when turning corners).



Steps for Providing Wheelchair Transport



9. Back the guest onto the elevator so that they are facing the doors of the elevator.

A.I.D.E.T.

Explanation:

We will be arriving at (destination) in just a moment. When we arrive, please remain seated while I put the wheelchair brakes on and adjust the footrests so you can safely exit the chair.

Steps for Providing Wheelchair Transport



10. After the guest reaches their destination:

- Lock the wheels of the wheelchair
- Raise the footrests
- Let the guest exit the wheelchair unassisted

A.I.D.E.T.

Thank You:

**Thank you for choosing St. Elizabeth!
Have a good day!**

11. Return the wheelchair to its designated area.



Steps for Providing a Wheelchair Transport



12. Sanitize wheelchair.

- Wheelchairs should be sanitized after each use
- Volunteers should wear gloves when using sanitation wipes
- Please use sanitation wipes found in the container with a purple lid
- Wipe down handles, seat, arm rests and leg rests
- If a wheelchair has been soiled beyond what could be cleaned with a sanitation wipe, please call Patient Transport and remove chair from use by guests



Other Pertinent Information



- If items are found on wheelchairs, such as blankets, pillows or personal items, please remove chair from area of guest use and call **Environmental Services (Housekeeping)**.
- If oxygen tanks are found on wheelchairs please remove chair from area of guest use and call **Patient Transport**.
- If your volunteer area is low on available wheelchairs you may call **Patient Transport** to request more (if available) or, if able, look for wheelchairs in other areas.

Wheelchair Transport Quiz



1) *True or False?* A volunteer has the right to decline to provide a wheelchair transport for any guest that is too difficult for them to transport.

Wheelchair Transport Quiz



2) *True or False?* The first step you should take when offering a wheelchair to a guest is to secure the wheelchair in a locked position.

Wheelchair Transport Quiz



- 3) Which of the following statements is false:
- a) Volunteers providing escorts should keep to the right of corridors.
 - b) It is optional for Volunteers to use overhead mirrors when turning corners.
 - c) When on an elevator, guests should be facing the doors of the elevator.
 - d) Guests should be able to get into the locked wheelchair unassisted.

Wheelchair Transport Quiz



4) *True or False?* If items such as blankets, pillows or personal items are found on wheelchairs, volunteers should contact Environmental Services.

Wheelchair Transport Quiz



5) *True or False?* Wheelchairs should be sanitized after each use.

Competency Review



Note: Certain volunteer positions require Volunteers to demonstrate competency in providing a wheelchair transport. These volunteers will be notified by the Volunteer Office of the requirement and a time for the competency review will be arranged.