

On-scene accident training for drivers of passengers



Accident scenes can be hectic and confusing, especially when passengers are involved. The items in this training checklist are generally listed in order of priority but each accident is different, so priorities may change based on the situation. These best practices should be covered with drivers at hire and at least annually.

Immediate steps

- Put the **vehicle in park** and turn your **hazard lights** on immediately.
- Call 911** to get emergency personnel to the scene ASAP.
- Assess the traffic situation**
 - For accident investigation purposes, it is best to not move vehicles until authorized by law enforcement.
 - However, if your vehicle is in danger of being hit by another vehicle, move it to a safer location.
 - If your vehicle is in danger but is not operational, move passengers to a safe location.
 - Only move the vehicle or passengers if doing so will not cause further injury.
 - It is generally safer to keep passengers in a vehicle.
- Assess your passengers for injuries**
 - Perform lifesaving first aid as needed, but only within the limits of your training.
 - Never move an injured passenger unless they are in danger of further injury.

As soon as practical

- Place **warning triangles** out and take other measures to protect the scene.
- Notify the **emergency contact** at your organization.
- Reassure passengers.** Your ability to remain calm can have an enormous effect on your passengers, especially young children, or those with special needs.
- Apply non-life threatening first aid**, but only within the limits of your training.
- Assist law enforcement and emergency personnel** as needed, but only if it does not interfere with your responsibility to oversee your passengers.

Once the scene is under control

- Account for passengers**
 - Record which hospital they are being taken to, if applicable
 - If guardians arrive at the scene, they should remain with the passenger until authorities release them.
 - Do not release passengers to others without your organization's approval and validation they are a legal guardian. Take a photo of their license.
 - Take a photo of the passenger and their guardian together as a record of who took who and when.

□ Statements at the scene

- Do not discuss the accident with anyone other than law enforcement, your supervisor/management, or your organization's legal counsel. Do not post anything about the accident on social media.
- Cooperate with authorities regarding their investigation. Do not assume or speculate on what happened. Stick to concrete facts you remember. Refrain from taking responsibility or accepting blame for the accident.
- If approached by media, politely explain that you're not permitted to comment at the scene. Ask reporters to talk to your supervisor and provide them their contact information. Avoid using the phrase "no comment" as it often leads reporters to make negative assumptions.

□ Accident scene photos

- Take as many photos of the accident scene as you can while still maintaining supervision and safety of your passengers. Taking photos before vehicles are moved is preferred but not always possible due to safety.
- Take photos of other vehicles as well as other drivers and their passengers while outside their vehicles. Do not take photos of severely injured or hostile individuals.
- Do not share photos with anyone outside your organization or post on social media.

□ Collecting information

- Rely on law enforcement or your supervisor to collect information on other drivers, their passengers, and witnesses so you can concentrate on monitoring your passengers.
- If others are not available to assist, take photos of drivers' licenses, insurance cards and license plates.
- Complete your organization's accident report.



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