

## **2.3 ACS Transportation of Individuals**

### **2.3.1 Purpose**

The purpose of this policy is to provide procedures for ACS Department personnel who are transporting individuals.

### **2.3.2 Policy**

It is the policy of the Department to ensure the safety of all individuals and Department personnel during transportation.

### **2.3.3 Definition**

- A. Transport: any movement of an individual in a vehicle from one geographical location to another.
- B. Personnel: Authorized ACS Responder per Section 2.3.4 A. 1
- C. Individual: A person experiencing issues with mental and behavioral health, inebriation, homelessness, addiction, chronic mental illness as well as other issues that do not require police, fire or EMS response.

### **2.3.4 Procedures**

- A. Transporting of Individuals
  - 1. Personnel authorized to transport individuals:
    - a. Mental and Behavioral Health Respond Division Field Units
    - b. Community Response Field Units
    - c. Street Outreach and Resource Coordinators
    - d. If transport
  - 2. Personnel are only allowed to transport individuals that have agreed and signed the completed ACS Transport Agreement form. ACS Transport Agreement form is to be turned in to ACS supervisor by end of shift.
    - a. Individuals that have signed the transport agreement form, agree to follow the guidelines stipulated in the transport agreement form.
    - b. Should the individual refuse to sign the transport agreement form then transport will not be provided by department personnel.
    - c. Personnel will complete the Staff Use Only section of the ACS Transport Agreement form noting the following information:
      - i. Name of Personnel
      - ii. Unit # and Vehicle#
      - iii. Pick up location
      - iv. Time of Pick Up
      - v. Starting Mileage
      - vi. Drop off location
      - vii. Time of Drop Off

viii. Ending Mileage

- d. Personnel will sign and date the ACS Transport Agreement form.
3. Personnel will take the following steps to ensure no contraband, weapons, or other items are present in the back seat of their unit prior to, during and after transporting individuals
  - a. All personal belongings (i.e. any bags, backpacks, purses) of the individual being transported must be placed in the trunk of the vehicle before transport. If the individual declines to place their personal belongings in the trunk of the vehicle, then the property will not be transported.
  - b. Personnel may ask the individual to empty their pockets if the individual declines the safety precaution of checking for weapons, then transport will not be provided.
  - c. Personnel will exercise personal and professional judgement before transporting an individual. Personnel will specifically consider whether there are any safety concerns, such as agitation or lack of cooperation, that might impact a safe transport for all individuals involved.
4. Seatbelts and/or child restraints will be used while the vehicle is in motion.
5. Personnel may terminate transportation when the individual becomes upset, expressing aggressive behavior, or when the individual requests to terminate the transportation.
  - a. Personnel must pull vehicle into a safe location
  - b. Allow the individual to exit the vehicle
  - c. Personnel will return all personal belonging items to the individual
  - d. Notes must be entered into the CAD (if applicable), RMS, and notify AFR Alarm Room dispatchers of the termination of the transport.
6. Personnel will only transport individuals to local service providers to include non-profits, hospital, food banks, shelters, and motels that accept vouchers. Exceptions may be approved by the Supervisor on duty, Deputy Director or Director.
  - a. Prior to transport, personnel are required to contact the identified local service provider to ensure that the individual can be transported to their facility and engage in services.
  - b. If an individual is requesting to be transported to a location that is not a service provider then transport will not be provided. Expectations may be approved by the Supervisor on duty, Deputy Director or Director.
7. Prior to transport, Personnel will notify the AFR Alarm Room dispatchers by radio transmission and note in the Computer-Aided Dispatch (CAD) system of the following information:
  - a. The destination location
  - b. Starting mileage of ACS vehicle.
8. Upon arrival at the destination, Personnel will notify AFR Alarm Room dispatchers by radio transmission and note in the CAD system:
  - a. Ending mileage of ACS vehicle.
  - b. Personnel will return all personal belonging items to the individual and escort them into the facility and help get them checked in if possible
9. Personnel will document all efforts to transport, outcomes of related transports to reports management system (RMS) platforms before end of shift.

- a. If call created a CAD number then required transport notes must be entered before clearing call.
10. Detailed notes will be entered in the RMS and must include the associated
11. Personnel unable to provide transport to the individual then must attempt to contact other transportation service providers.
  - a. Bus passes may be issued to assist the individual with viable transportation should Personnel determine transportation cannot be provided.
  - b. If it is a medical emergency AFR and APD may also be asked to assist with transport.
12. Transportation will not be provided if an individual is incoherent or if a medical concern has been identified. AFR will be requested to have the individual medically evaluated.
  - a. Personnel will wait for the arrival of the AFR response to the incident. Further instructions may be provided by the AFR Alarm Room dispatchers.
  - b. If a medical concern is identified while a transport is in progress, personnel will notify AFR Alarm Room by radio transmission and request further instructions on if and how immediate medical actions can be done to address the current medical concern.
13. Transporting individuals with physical disabilities.
  - a. Personnel will make all reasonable efforts to accommodate the needs of the individual with physical disabilities.
  - b. If the individual is in a collapsible wheel chair and is able to get into the vehicle with minimal assistance, then transport will be provided.
  - c. Individuals confined to a wheel chair or who use a walker will be transported.
  - d. Personnel will call Family and Community and AFR to retrieve mobilized or manual wheelchair that does not fit in the vehicle.

## APD 2-82 Restraints and Transportation of Individuals