



Employee Assistance to Motorists and Individuals

I. Purpose

To provide guidance concerning employee assistance to motorists or individuals while operating Department-owned vehicles.

II. Information

A. It is not mandatory that an employee assist motorists and individuals. Employees should use their judgement in any situation to determine the assistance they should provide.

B. Guidelines for assisting motorists or individuals:

1. If possible, use the vehicle radio or go to the nearest telephone available to contact your control station to ask for wrecker service, medical aid, or assistance of law enforcement officials:
 - a. Avoid personally calling a wrecker service. If requested by the driver of affected vehicle, call the local police agency and have them call the wrecker.
 - b. Avoid making mechanical repairs. If you want to volunteer, tires may be changed.
2. If the vehicle has not been involved in an accident, you may assist the motorist in moving the vehicle to the shoulder of the road.
3. If your vehicle is equipped with reflective triangles or flares:
 - a. Place reflective triangles or flares on two-lane or undivided highway, 100 feet in front of and 10 feet and 100 feet in back of vehicle. On a one-way or divided highway, place triangle or flares 10 feet, 100 feet, and 200 feet behind vehicle.

Note: Where fuel spillage may have occurred, never place flares within 100 feet of accident area.

- b. Make certain flare plug, including nail is removed from highway after use.

II. Information

4. Do not accept gifts or money for assistance offered.
5. If necessary because of weather, illness of individuals, mechanical breakdowns, running out of gas, etc., you may transport stranded individuals to nearest town or shelter.
6. Unless life is endangered, avoid moving the injured of a traffic accident until professional medical help arrives.
7. If you are qualified, you may render first-aid and or cardiopulmonary resuscitation (CPR).
8. If serious injuries are involved in an accident, wait until medical or law enforcement authorities arrive.
9. With the exception of stranded motorists or individuals (See II.B.5), do not pick up passengers.
10. If possible, report instances of aid given, including names and addresses of those assisted, to your immediate supervisor as soon as possible.