

Resident Sponsor Procedures for Willamette View Independent Living Transportation Events

Updated September 4, 2025

A. Pre-Departure:

1. The sponsor will check with the event box office to ascertain the running time of the performance. This information will be given to Manor Reception to give to the bus driver. This information can typically be found on the event website.
2. Four days prior to the event, the sponsor will request a current passenger list from Manor Reception and use this list to call or email each resident and remind them of the event. Sponsor should check back with reception 2 days and the day before the event for any last minute changes to the sign up list. Be sure to note if they've decided not to attend or have guests desiring to ride the bus, etc.
3. If a resident tells you he/she has given his/her ticket to someone else, tell that resident that they must inform Manor Reception immediately. Make a note for yourself and verify that Manor Reception has the changes documented.

B. Departure:

1. A few days prior to the event, Manor Reception will print a copy of the final list and place it in the in-house mailbox of the sponsor. They will also provide a copy to the driver.
2. The sponsor should arrive at the Manor Lobby 20 minutes before departure. As passengers arrive, you will check them off your list. You may make calls to residents who you expect to go and have not yet arrived.
3. Occasionally someone will want to use the bus one way but different transportation the other way. Be sure the bus driver has this information so they can update their passenger list for departure and return.
4. Bring a charged cell phone with you. If you do not have a cell phone, arrange with another passenger to be your designated phone caller. Inform Manor Reception and the bus driver of this person's name and number. Exchange cell phone numbers with the bus driver before you leave WV and enter this number and the WV Manor Reception phone number (503-654-6581) into your contacts so that it is immediately available.
5. The Sponsor is last on and first off the bus in order to assist the driver in loading and unloading passengers in an orderly, considerate and safe manner. Note: Residents in a transport wheelchair may use the lift to get on the bus and then **MUST TRANSITION TO A SEAT**. They may **NOT** sit in a transport wheelchair or cart while the bus is in motion. If using a standard wheelchair, the resident may stay in the wheelchair and the driver must use the tie downs on the bus to secure the resident and the wheelchair. The sponsor will be vigilant and encourage passengers to carefully enter and depart the bus, cross streets at designated crosswalks, etc.
6. Per Oregon Law, seatbelts are required for all passengers. Sponsors should assist residents who need help engaging and disengaging their seatbelts.

7. The Sponsor will sit in one of the front seats so that communication with the driver will be clear for all.

Departure time is usually 45 minutes before the event begins. The bus should leave the Manor Lobby promptly at the posted time. However, it is the Sponsor's decision to depart earlier or later depending on special circumstances. The bus driver(s) will stop at other building entrances and River Ridge Homes at the sponsor's request if there is sufficient time to do so.

C. Return: The bus driver will drop riders off at all building entrances and River Ridge Homes, Heron Heights Homes, at the riders' request.

D. General:

1. Buses and drivers are the responsibility of Willamette View. Any problem relating to buses or drivers should be reported to Manor Reception.
2. Guests of residents or residents who have not pre-registered and wish to attend single events may ride the bus **providing space is available and at the discretion of the sponsor**. The resident with whom they travel must provide the guest information to the bus driver.
3. Residents may decide to give or sell their ticket to another resident. Manor Reception must be notified of the substitution so that they can inform the driver and the sponsor. The details of who pays for the bus charge should be agreed upon ahead of time and Manor Reception informed so the paperwork is correct.
4. All bus transportation charges will be made by Manor Reception to the resident's account, including for any non-resident guests.
5. The sponsor should review the sign up sheet 4 days in advance of the trip and share concerns about resident participation with Resident Services office or Wellness office.
6. The sponsor should fill out an "Incident Report" when anything hindering the safety or enjoyment of the event is reported or observed. This could range from equipment on the bus, the traffic pattern when loading or unloading at the event or the actions of a particular passenger, etc. The report can be obtained and turned in at Manor Reception.
7. It is important to note that once passengers have boarded the bus, the bus driver(s) as the representative of Willamette View, becomes responsible in all matters concerning safety.

E. Passenger requiring special assistance:

1. During the check in call, the sponsor should confirm with the resident if mobility assistance is required, the resident must indicate on the sign-up sheet whether they will be using a walker, wheelchair or electric scooter at the event.
2. Residents unable to walk without assistance must indicate **PRIOR TO DEPARTURE** how they intend to get on/off the bus and to/from the performance venue. If a wheelchair is required, the resident must bring with them a home care aide or spouse/close friend to assist them. This person must have a valid ticket for the event and the bus charge must be paid. This person pays resident

rates. If a walker is to be used, the resident must bring the walker to the bus where the driver can load and retrieve it.

F. Medical Emergencies

When a medical emergency occurs while on the bus, the bus driver is in charge and responsible for coordinating the response. The sponsor should plan to assist the driver as much as possible. If an event or emergency occurs on the way into, in, or while exiting the venue, the bus driver may not be immediately aware of the situation, so your role is to coordinate response for the individual and coordinate with venue security, up to and including contacting 911. If the situation is an emergency, you should contact 911.

1. Remember to bring your charged cell phone with you. If you do not have a cell phone, make arrangements with another passenger to be your designated phone caller. Let the driver and Manor Reception know this person's name and phone number. Exchange numbers with the bus driver **before you leave WV** and enter the WV phone number(s) into your contacts so that it is immediately available. Use your cell phone to communicate with Willamette View, call 911, or for any other communication deemed necessary.
2. If the sponsor observes or is notified that something has happened to a resident getting on/off the bus, getting to/from the venue, or at the venue, notify the driver immediately so you and the driver can assess the seriousness of the situation. Any significant medical issues should be referred to 911. While at or near the venue, event security staff should also be called. Your responsibility is to coordinate with event security, the WV driver, and to coordinate the call to 911 for assistance, even if the resident doesn't want the call to be made but it is reasonable. If the injured or sick resident refuses medical assistance, you should attempt to arrange alternative means of transportation (i.e. a local resident with a car), unless it is reasonable that the individual's injuries would not make them unsafe to travel on the bus (i.e. they scraped their leg but the Band-Aid is sufficient for the injury).
3. As noted above, stay in contact with the WV bus driver to let him or her know the situation and agree on a plan. If the bus will be delayed because of what has happened, ask the bus driver to take the other residents back to Willamette View while you and/or a caregiver or spouse remain to accompany the resident to where medical care will be provided. Notify Willamette View's Campus Safety & Security team (503-730-5337) as soon as you can regarding the situation. You can return to Willamette View on the bus if that is a reasonable decision and proper monitoring or care by a dedicated individual is identified.
4. The sponsor should be prepared to pay for transportation home if they must go to the hospital with the resident. Willamette View will reimburse you for any personal transportation costs as a result of the event.
5. Remember to call Willamette View Campus Safety & Security team (503-730-5337) regarding the event. As part of the Willamette View protocol, the resident's emergency contact will be notified. Once you have returned, connect in person with the on duty Campus Safety & Security Officer, and they will complete an incident report. Your record of what has transpired is important to all involved.
6. If a security or safety event occurs while traveling to, during, or returning home from an event, the sponsor should coordinate action with the driver and immediately contact 911. As soon as practicable, the sponsor or driver should then contact Campus Safety & Security to notify them of the event. At all times, the safety of the residents is of primary concern.

KEY NUMBERS:

MANOR RECEPTION

503-654-6581 8AM - 8PM

CAMPUS SAFETY & SECURITY

503-730-5337 24-HOURS