



## DUTY INFO

### Disability Carts

**JOB PURPOSE:** Transportation of Guests with Disabilities to Parking Lots, Grandstands, Vendor Areas, etc.

#### TOOLS:

- Golf Carts with either 4 seats or 6 seats, and several with wheelchair loading capacity.
- Maps
- Online Training (*Study in advance of event!*)
- Event Guides as reference or to hand out upon request
- A Radio with dedicated channel for Disability Carts
  - To ask questions you can't answer with Guest Guide
  - To respond to a request for pick up
  - To call in an emergency
  - Small/necessary amount of internal communication
- Headset for radio (use of which is mandatory!)
- Dispatch Services

#### FACILITY ACCESS

- All workers will need a Credential and photo ID. ***No more Worker Registration.***
- See your group organizer in advance of the event to get your credential.
  - Make sure that your name has been legibly filled where required.
  - This credential is good for the entire weekend and allows the same access as General Admission. It is non-transferable.
- Park as directed by group leader and enter at the nearest gate.
  - Be sure to take photo ID with you along with your credential.
- Arrive early enough to be through traffic (expect delays), to your post, and oriented to surroundings by shift start.

#### JOB NOTES

- As part of your cart sign out procedure, always inspect the cart for damage and sign as to its condition. If damage occurs while you are driving the cart, it needs to be reported immediately.
- You may only pick up the number of guests that may be seated in each vacant seat of the cart. Example, a 6-seater cart seats the driver plus 5. This includes

children. No one may sit on a lap, crowd 3 into seats for 2, or stand on the back of a cart.

- Only a recognized/standard wheelchair can be used for seating on the wheelchair platform. We may not allow a guest seated in a "transport" chair to remain in the chair on the wheelchair platform of a wheelchair cart. This would include a lightweight walker or chair with small wheels.
- If you are not busy, you may transport people who aren't disabled but are in need of assistance. This might include a Mom with small children or an elderly guest with a long way to walk. But guests with disabilities take precedence.
- Most pick ups will happen due to a call from dispatch - requesting assistance in a particular area. If you are near the pick-up site that is requested for a pick-up, wait a short time to see if anyone else answers then answer the radio to indicate your availability to Dispatch. Otherwise, don't use the radio so that someone else can answer.
- Golf carts are not legal on open roads - they must stay on WGI property. (Old Bronson Hill Road is on our property - golf carts are allowed there.)
- Do not drive next to (side by side) another cart going in the same direction.
- Always be courteous to pedestrians. Never honk your horn unless really necessary for safety reasons. Slow down when passing pedestrians. It will occasionally be necessary to drive as slowly as pedestrians walk.
- Do not hurry while you are transporting guests. Accidents are much more likely to occur while a driver is hurrying. We'd like our guests delivered safely rather than quickly.
- Follow all regular traffic rules. Signal turns, stop at stop signs, etc.
- Stay on roads. If you have to drive on grass, use extreme caution. Never drive down a grassy slope.
- Tips may be solicited (but not demanded).
- If you need gas - you need to go to the **GOLF CART COMPOUND** unless otherwise notified.
- When leaving your cart - always turn off and take your key! Take Radio, too!
- Please take note of any "No Drive Zones" noted on the map. These zones can't be driven into (even by golf carts) during No Drive Zone hours.
- A guest wearing a blue rubber wristband is a "first timer". Please give them some extra attention!

## INCIDENTS / EMERGENCIES

If you are involved in or witness any incidents:

- Use your radio to call the Comm Center to request appropriate assistance.
- Watch for responder (Officer, Ambulance) so that you can help them find your location.

- In a medical incident, describe the situation, don't diagnose. Example: "There is a person on the ground and not moving near the Gate 5 Info Booth" **not** "there is a person who has had a heart attack at the Gate 5 Info Booth".
- Do not transport guests to medical on your golf cart. Medical personnel must do that.
- Fill out one of the incident forms provided. It is important to get witness info.
- Notify your supervisor.
- Report to the Guest Services office as soon as possible with incident report.

## GUEST COMMUNICATIONS

- When delivering a guest with a disability to a viewing location for the event, warn them that after the event, it will take up to an hour to get all of the transports done. (Some guests may want to leave early to secure a cart in a more timely manner.)
- For parking lot pick ups - when a guest is carrying items that are not allowed inside Grandstand gates, warn them so that items can be returned to cars before they get all the way to Grandstand. See Guest Guide for restrictions.
- A guest who claims to be disabled can not be questioned as to the nature of the disability. Remember, not all disabilities are visible.
- When a group of guests request transportation: Explain that you are allowed to transport a guest with a disability plus one (1) companion and identify which guest needs the assistance. If it happens to be a time with few calls for carts, you may take the whole group (if they fit on the cart) but please explain that when it gets busier (like after the race ends) you will only be able to pick up the guest with a disability and one companion.
- Remember that communication is 55% BODY LANGUAGE, 35% TONE OF VOICE, and ONLY 7% CHOICE OF WORDS. Please communicate with friendliness.

## NATIONAL ANTHEM

While the national anthem is playing, please pause your duties if possible. Then stand straight, face flag or source of music and place right hand on heart until the Anthem is over.