



# UNIVERSITY OF LINCOLN

## **Breakdown assistance for wheelchair's.**

Everyone who uses/has a wheelchair will have been given a handbook/user guide. Included within this guide will be specific maintenance instructions for their model of chair.

All users will be encouraged by their wheelchair provider to periodically check their wheelchair to make sure it is in proper working order, this should include them checking for loose nuts and bolts, moving parts are free and not stiff, brakes are working correctly, grips are securely in place and tyres are free from obstruction ie stones, or glass. In addition if a user has an electric wheelchair, they are encouraged to check the battery levels every day. User's, who cannot carry out simple maintenance checks due to the nature of their disability, will have a family member/carer who is able to do these for them.

If a user finds fault with their wheelchair they should in the first instance, always contact their wheelchair service centre, or Motability Scheme, whoever provided the chair.

### **On Campus – all users.**

If a wheelchair breaks down whilst on campus the following procedure should be followed.

1. User is to try and get themselves and their wheelchair into a safe place, away from any potential hazards.
2. User is to make contact with their wheelchair service centre, who will advise them on the next steps. Most wheelchair service centres are open 24/7 365 days per year.

3. If a user is on campus and the breakdown happens late at night or in the early hours of the morning or the user feels they are at risk and/or in an unsafe situation and feel vulnerable; the user can contact Security direct on 01522 886062 who will come and assist as soon as reasonably practicable.
4. Security will assess and support users on a case by case basis, they will confirm that the user has contacted their wheelchair service centre and confirm what response time a user has been given. If Security are concerned that the user is vulnerable, they will assist as far as practically possible.
5. The role of Security is only to ensure that a user is in a safe and secure environment; this may not always mean their office or on campus accommodation. Once they are safe, the user will await their wheelchair service centre or carer to respond to any technical difficulty.

### **Off Campus – Students Only**

Due to operational reasons security staff at the University are unable to attend to off campus wheelchair breakdowns.

However, if a wheelchair breaks down whilst off campus the following procedure should be followed.

1. Student is to try and get themselves and their wheelchair into a safe place, away from any potential hazards.
2. Student is to make contact with their wheelchair service centre, who will advise them on the next steps. Most wheelchair service centres are open 24/7 365 days per year.
3. If a student is off campus and the breakdown happens late at night or in the early hours of the morning or the student feels they are at risk and/or in an unsafe situation and feel vulnerable; the student should contact a local wheelchair accessible taxi company, or Handsome Cabs on 01522 545352. In exceptional circumstances and only when the student has no funds, Handsome Cabs will invoice the University for the cost of the travel, which will subsequently be collected by the University from the student concerned.

Julie Spencer – Head of Student Wellbeing Centre  
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