MOBILITY DEVICE SECUREMENT EDUCATION STANDARD

BSR/NEMTAC 3002-2026

This standard establishes national safety and operational practices for the securement of mobility devices in non-emergency medical transportation (NEMT). It defines equipment, procedures, training, and documentation necessary to ensure the safe and compliant transport of passengers who use mobility devices, in accordance with the Americans with Disabilities Act (ADA), RESNA WC-3 & 4, and other industry standards.

Version 1.0

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DOCUMENT STRUCTURE NOTE

This standard includes both normative (required) and informative (guidance) content. Only normative elements are mandatory for compliance.

INTRODUCTION

The Non-Emergency Medical Transportation Accreditation Commission® (NEMTAC) takes a pioneering step in defining the essential standards for Non-Emergency Medical Transportation Providers. With a commitment to ensuring quality and professionalism across the industry, NEMTAC establishes this comprehensive document as a baseline, setting expectations for service excellence regardless of the geographic location of the organization. This standard not only reflects our dedication to elevating the standards of care in non-emergency medical transportation but also serves as a testament to our mission of fostering a uniform and high level of professionalism within the NEMT sector.

REFERENCED DOCUMENTS

- Americans with Disabilities Act (ADA)
- RESNA WC-3 and WC-4 Standards
- ISO 7176-19: Wheelchair Transportation Safety
- NEMTAC 1001-2025 Levels of Service Standard
- NEMTAC 1002-2025 Modes of Transportation Standard
- NEMTAC 1003-2025 Data Definitions Standard
- University of Michigan WC Transportation Safety Research

ABBREVIATIONS

ADA – Americans with Disabilities Act
RESNA – Rehabilitation Engineering and Assistive Technology Society of North America
ISO – International Organization for Standardization
WC - 3 – Wheelchair
NEMT – Non-Emergency Medical Transportation

REVISIONS

The Safety and Training Advisory Committee welcomes proposals for revisions to this standard. Revisions are made to the standard periodically (usually within five years from the date of the standard) to incorporate changes that appear necessary or desirable, as demonstrated by experience gained from the application of the standard. Proposals shall be as specific as possible, citing the relevant paragraph(s) by number, the proposed wording, and the reason for the proposal. Supporting documentation would enable the Committee to process changes in a timely and efficient manner.

INTERPRETATIONS

Upon written request of the Safety and Training Advisory Committee an interpretation of any requirement of the standard shall be made. The request for interpretation shall be clear citing the relevant paragraph number(s) and phrased as a request for clarification of a specific requirement. Oral interpretations are not provided.

COMMITTEE MEETINGS

The Safety and Training Advisory Committee meets monthly. Any person wishing to participate shall apply formally via NEMTAC's website and be properly screened. Pending space availability, need, fit, and board approval individuals can participate.

STANDARDS APPROVAL

This standard has been developed in accordance with ANSI Essential Requirements and NEMTAC's internal procedures. It remains open to public and stakeholder review and may be revised at any time in accordance with ANSI procedures. Comments or proposals for change may be submitted in writing to the Safety and Training Advisory Committee at any time during the five-year maintenance period following its adoption as an American National Standard.

SCOPE

This standard is intended to complement and be applied in conjunction with the NEMTAC 1001-2026 Levels of Service Standard and the NEMTAC 1002-2026 Modes of Transportation Standard. These documents define the service expectations and transportation modalities that influence appropriate mobility device securement practices.

This standard builds upon foundational driver education and safety training, such as the Certified Transport Specialist (CTS) program and NEMTAC Standard 3001, and is not intended to replace basic driver, vehicle operation, or general safety training.

PURPOSE AND APPLICATION

This standard is intended to be used alongside each organization's established policies, procedures, and operating guidelines to ensure the safety of passengers, the safety of NEMT Drivers, and the proper use of securement equipment.

The purpose of this standard is to prevent injury or death due to improper securement or handling of mobility devices during NEMT services. It applies to all NEMT trips involving wheelchairs, scooters, and other mobility devices requiring securement.

EXCEPTIONS

No exceptions have been identified.

TERMS AND DEFINITIONS

4-Point Securement System – The standard method of mobility device securement using two front and two rear tie-down straps.

Ambulatory – A mode of transport for a passenger who does not require the use of a mobility device and occupies a standard vehicle seat. Use of mobility aids such as canes or walkers is permissible.

Bariatric Capable Device – A mobility aid designed for individuals weighing 300 lbs. or more and exceeding standard width dimensions. Includes wheelchairs or scooters with enhanced capacity and durability.

Education – Training or orientation delivered to NEMT Drivers to meet required learning objectives for safety, securement, or operations.

Mobility Aid – A device or tool used to assist an individual with balance, support, or walking. Mobility aids include items such as canes, walkers, crutches, and rollators.

Mobility Device – Any equipment designed to assist individuals with mobility impairments that requires vehicle securement during transport, including wheelchairs, scooters, and other wheeled devices. Rollators and other walking aids are considered mobility aids, not mobility devices, for the purpose of vehicle securement unless specifically designed and rated for that use. See “Mobility Aid” for related guidance.

Mobility Device Securement System – Mobility Device Securement System – The portion of the Securement System used to immobilize a mobility device during transport. It consists of floor anchors, straps, hooks, and retractor hardware, and is most commonly implemented using a 4-Point Securement System with two front and two rear tie-down points. The Mobility Device Securement System is a component of the overall Securement System, which also includes the Occupant Restraint System used to secure the passenger. See “4-Point Securement System” and “Securement System” for related definitions.

Occupant Restraint System – The portion of the Securement System used to restrain the passenger during transport. It typically consists of a vehicle-anchored lap and shoulder belt system (commonly referred to as a 3-Point Restraint System) designed to limit passenger movement and provide crash protection. The Occupant Restraint System is separate from, and used in conjunction with, the Mobility Device Securement System. See “Securement System” for related definitions.

Postural Supports – Devices such as belts, harnesses, or positioning straps used to help maintain a passenger’s posture or stability in a wheelchair. Postural supports are intended for positioning only and are not a substitute for vehicle-anchored occupant restraint systems that provide crash protection.

Qualified Entity – An organization or individual with demonstrable expertise in mobility device securement, which provides structured training aligned with the content and

competencies of this standard. A qualified entity may include training providers, manufacturers, educational institutions, or associations recognized in the NEMT industry.

Securement System – The complete system used to secure both a mobility device and its occupant during transport. The Securement System consists of the Mobility Device Securement System, which immobilizes the mobility device (commonly using a 4-Point Securement System), and the Occupant Restraint System, which restrains the passenger using a vehicle-anchored lap and shoulder belt system. Both components must be used together to provide proper safety and crash protection during transport. *See "Mobility Device Securement System", "4-Point Securement System" and "Occupant Restraint System" for related terms.*

Shall – Indicates a mandatory requirement.

Should – Indicates a recommended but non-mandatory practice.

WC3/WC4 – RESNA safety standards for wheelchair securement systems (WC3) and crash-tested wheelchairs (WC4).

GENERAL REQUIREMENTS

3002.1. Training and Competency Requirements

3002.1.1. Training programs shall include an orientation to the Americans with Disabilities Act (ADA), including a brief history, its purpose, and its impact on non-emergency medical transportation.

3002.1.2. All students responsible for the securement of passengers using mobility devices shall receive formal training that aligns with the content and competencies outlined in this standard.

3002.1.3. Training programs may be offered by any qualified entity that delivers instruction consistent with the content and competencies defined in this standard.

3002.1.4**.** Training must ensure students develop competency in the following core areas:

- Identifying and distinguishing between mobility devices and mobility aids.
- Performing pre-trip inspections related to mobility device transport and identifying equipment limitations.
- Safely boarding and exiting passengers who use mobility devices, including the use of lifts and ramps.
- Loading passengers and mobility devices onto lift platforms.
- Applying the Mobility Device Securement System, including the standard 4-Point Securement System.
- Applying vehicle-anchored occupant restraint systems correctly.
- Communicating effectively with passengers in accordance with ADA requirements, including consent and denial-of-service scenarios.
- Accommodating service animals in compliance with ADA requirements.
- Recognizing and responding appropriately to emergency situations and unplanned events.

3002.1.5. Instruction must include detailed safety procedures and operational training for both wheelchair lifts and ramps, including but not limited to proper deployment, passenger positioning, lift/ramp operation, and safety checks.

3002.1.6. Students must demonstrate competency through both written assessment and a practical skills evaluation conducted by a qualified instructor. The practical

component must include observation of the trainee performing all key securement tasks: loading a passenger using a mobility device, properly securing the device and passenger according to this standard, and safely unloading the passenger. Retraining shall be required at regular intervals not to exceed two years.

3002.1.7 Training must also include the competencies outlined in the subsequent sections of this standard.

3002.2. Pre-Trip Inspection and Vehicle Positioning

3002.2.1. Educational content shall include instruction on visually and physically inspecting all securement systems and equipment appropriate to the wheelchair-accessible vans, buses, and paratransit vehicles used by the organization. This includes, but is not limited to, wheelchair securement systems, occupant restraint systems, belts, straps, hooks, floor anchors, and associated mechanical or electronic components such as ramps, lifts, and interlock systems.

3002.2.2. Students must be trained to identify signs of fraying, cracking, corrosion, or mechanical malfunction of components of the Mobility Securement System.

3002.2.3. Students must be instructed to verify that the lift, ramp, and securement system are rated to safely accommodate the combined weight and size of the passenger and Mobility Device (including a bariatric capable device) before boarding. If equipment limitations prevent safe loading and transport, the trip shall not proceed until appropriate accommodations or equipment are available.

3002.2.4. Students must be trained to verify the full functionality of all equipment used in the vehicles they currently operate, including lift and/or ramp systems assuring that each component properly deploys, retracts, and locks into place before use. Training must also include procedures for safely managing mechanical or electrical failures that prevent normal operation. Students must understand that if they operate a different brand, model, or type of equipment in the future, they are responsible for becoming familiar with that equipment's specific functions, safety features, and operational procedures before use.

3002.2.5. Training must emphasize that any equipment that is damaged or compromised in a way that could affect safe operation shall not be used for passenger transport. Drivers are not expected to diagnose or repair mechanical issues but must conduct a basic pre-trip inspection consistent with company policy and training. This

inspection shall focus on identifying obvious hazards, missing components, or malfunction indicators before beginning service. Students must be trained to follow company procedures for reporting or removing such equipment from service. If a lift, ramp, or related system includes a manufacturer-approved manual operation mode, drivers may use that function in accordance with manufacturer instructions and organizational policy.

NEMTAC will work with equipment manufacturers to develop standardized pre-check procedures and inspection intervals suitable for driver-level training programs.

3002.2.6. Educational content shall include instruction on the proper positioning of the vehicle to ensure safe boarding and exiting of passengers using mobility devices.

3002.2.7. Training must include that students shall identify safe and level areas for deploying lifts or ramps, avoiding slopes or uneven terrain whenever possible.

3002.2.8. Drivers shall be instructed to park close enough to allow full lift deployment on flat surfaces or curbs and always make sure the vehicle is in park and the parking brake is applied prior to lift deployment.

3002.2.9. Students must understand that rough or soft surfaces present safety risks and can damage mobility devices; a smooth, solid approach surface must always be prioritized.

3002.3. Boarding and Exiting Procedures

3002.3.1. Training must include fall-prevention strategies to reduce the risk of a passenger falling from a mobility device before boarding, while boarding, during transport, when exiting, and immediately after leaving the vehicle.

3002.3.2. Training must instruct the student to verify that mobility devices are immobilized prior to boarding or securement, with procedures tailored to the boarding method:

- Lift Use**:** For manual mobility devices, training must instruct that the student must confirm the mobility device brakes are fully engaged before operating the lift and maintain full physical control of the device throughout the lift operation. For powered mobility devices, students will be instructed to ensure the unit is powered off or placed in manual (freewheel) mode with brakes engaged prior to lift movement. Students will also be instructed that they must ensure the passenger

and mobility device are positioned safely and fully on the platform before lift operation begins and must remain positioned where both the passenger and lift are clearly visible, maintaining continuous communication with the passenger and confirming they appear comfortable and stable before raising, lowering, or moving the lift platform.

- Ramp Use**:** For manual mobility devices, the training must instruct the student to maintain full physical control of the device at all times, confirming that brakes are applied only once the passenger is stable on level ground. For powered mobility devices, students will be instructed to ensure the device is in low-speed or "turtle mode," if equipped, while navigating the ramp. Students will be instructed to proceed only when confident that the passenger is comfortable and capable of safely navigating the incline or decline.
- This distinction ensures passenger safety while accounting for the differences in boarding dynamics between lifts and ramps.

3002.3.3. Loading Onto a Lift Platform

Training must instruct students on the proper procedures for loading passengers and mobility devices onto a lift platform. Instruction shall include:

- Positioning the mobility device squarely with the lift platform, ensuring all wheels are centered and fully on the surface before movement.
- Verifying that safety barriers, bridge plates, and handrails (if equipped) are deployed and functioning before lift use.
- Maintaining communication with the passenger and confirming their comfort and readiness before lift operation begins.
- Applying manual brakes or placing powered devices in freewheel mode, as appropriate, to prevent unintended movement during lift operation.
- Standing clear of the lift while maintaining full visibility of the passenger and the lift platform throughout the process.
- Proceeding with lift operation only after verifying that all safety features are engaged and that no obstructions are present.

3002.3.4. Educational content shall train operators to identify and secure or safely stow any personal belongings or portable items that could become a hazard during boarding, exiting, or during transport. This includes bags, cushions, medical equipment, and other loose articles in or around the passenger area. This instruction is distinct from the inspection of mobility device attachments addressed in Section 3002.4.9.

3002.3.5. Operators must ensure that mobility aids such as walkers, canes, or crutches are safely stowed or secured during transport, so they do not create a hazard or obstruction. These items typically do not require vehicle securement unless specifically designed for that purpose.

3002.3.6. Training must instruct students to respect an ambulatory passenger's choice to use the lift or ramp within the limits of safety. Students must verify that the passenger is stable, positioned correctly, and using handrails as appropriate before lift or ramp movement.

3002.3.7. Training must include correct methods for operating both lifts and ramps, with demonstrations.

3002.3.8. Students must confirm that pre-lift positioning procedures outlined in Section 3002.2 have been completed before operating the lift or ramp.

3002.3.9. Training must include instruction on proper methods for stabilizing mobility devices during transport preparation, including engaging manual wheel locks and shutting off powered chairs before lift operation or securement.

3002.3.10. Training must stress that operators shall never leave a passenger unattended on the lift or ramp. A brief moment to enter the vehicle and assist the passenger from inside is permitted, provided the operator proceeds directly, maintains visual or situational awareness, and acts without delay.

Any extended absence, distraction, or failure to ensure lift security and passenger safety shall be avoided.

3002.3.11. Students must be instructed to remain in full view and in control of lift operating controls at all times during lift use and in physical control of the lift's operating controls at all times during lift use.

- The operator must be positioned where both the lift platform and the passenger are clearly visible throughout boarding and exiting.

- Under no circumstance shall the operator turn their back on or walk away from a passenger while the lift is in motion.

3002.3.12. Instruction must cover safe removal of all securement straps, including instruction that students must maintain control of each strap to prevent recoil or injury.

3002.4. Securement Procedures

3002.4.1. Training must include a focused section on securing powered mobility devices, including powerchairs and scooters.

3002.4.2. Training must include instruction and demonstration of the Mobility Device Securement System, which is the hardware assembly used to immobilize a mobility device during transport. This system consists of at least four tie-downs (two front and two rear), floor anchors, straps, hooks, and retractor hardware. Students must be instructed to inspect all components for wear or damage, verify they are properly attached to approved anchor points, and confirm correct tensioning before transport.

3002.4.3. Students must demonstrate proficiency in the use of a 4-Point Securement System, consisting of two front and two rear tie-down straps, as the standard method of securing a mobility device. Students must verify all straps are attached to appropriate anchor points and tensioned according to manufacturer instructions before being transported.

3002.4.4. Training must include procedures for securing bariatric capable devices, which are mobility aids designed for passengers exceeding 300 lbs. or standard width dimensions. Students must be instructed to:

- Identify bariatric devices and evaluate whether the lift, securement equipment, and vehicle can safely accommodate the device and passenger.
- Use reinforced or extended securement components when required.
- Follow manufacturer instructions and organizational policy for weight capacity and spacing.
- Refrain from transport if safe securement cannot be achieved.

3002.4.5. Training shall emphasize that powerchairs and other complex mobility devices may have unique shapes, electronic components, or configurations that require careful handling. Securement procedures must include strategies for devices that lack standardized anchor points, such as those with rear-mounted batteries or molded frames, and stress that straps must never be attached to control mechanisms or armrests.

3002.4.6. Operators must be trained to assist passengers in identifying and avoiding obstacles, such as curbs, uneven terrain, or other hazards that could catch wheels and cause tipping. Instruction shall also emphasize ensuring the clearest and smoothest path to the lift or ramp and using caution when maneuvering heavier or powered mobility devices.

3002.4.7. Training programs must teach students to locate solid structural points on a mobility device for strap attachment—preferably near the seat pan or welded frame components. Instruction shall acknowledge and incorporate guidance from RESNA WC3, and WC4 standards regarding the identification of proper securement points, use of crash-tested equipment, and compatibility between mobility devices and securement systems.

3002.4.8. Students must practice positioning rear securement straps at a 45-degree angle and checking for minimal movement. Training must instruct students to perform a movement test by attempting the push-pull test on the secured mobility device to confirm minimal movement and verify alignment with manufacturer guidelines.

3002.4.9. Training must clearly differentiate between postural supports (such as positioning belts or harnesses) and vehicle-anchored occupant restraint systems (lap and shoulder belts meeting FMVSS 209/302). Students must be instructed that the vehicle's occupant restraint system provides the required crash protection and must always be used during transport. Wheelchair-mounted or integrated restraints, including those conforming to RESNA WC-3 or WC-4, may be used as supplemental supports but do not replace the vehicle's occupant restraint system unless the wheelchair manufacturer has explicitly certified them as FMVSS-compliant.

3002.4.10. Students must demonstrate and practice the correct application of vehicle-anchored occupant restraint systems (lap and shoulder belts that meet FMVSS 209/302), ensuring that the pelvic belt is positioned low and snug across the hips (not the abdomen), the shoulder belt crosses the middle of the chest and shoulder, and all excess slack is removed to minimize injury risk in a crash.

3002.4.11. Students must be instructed to inspect mobility device attachments and accessories—such as trays, baskets, oxygen holders, or custom components—before transport. Any item not designed to remain attached during transport must be removed or properly secured to prevent it from becoming a projectile or causing injury. This

requirement is distinct from the inspection of personal belongings outlined in Section 3002.3 (Boarding and Exiting Procedures)

3002.5. Positioning

3002.5.1. Training content shall reinforce that passengers shall face the direction of travel unless vehicle configuration requires otherwise.

3002.5.2. Students must learn how to align the mobility device with floor anchors and verify it remains centered and squared to minimize lateral movement.

3002.6. Passenger Communication

3002.6.1. Training must instruct that students recognize and respectfully accommodate communication differences.

3002.6.2. All educational content shall reflect person-centered practices, prioritizing dignity, autonomy, and respectful communication.

3002.6.3. Students must be taught to actively engage the passenger in decisions regarding boarding, securement, and exiting procedures whenever feasible.

3002.6.4. Training must emphasize the importance of honoring individual preferences, ensuring passengers are informed and comfortable throughout the journey.

3002.6.5. Training must include instruction on greeting NEMT passengers professionally and respectfully.

3002.6.6. Training must instruct that students communicate clearly, ask before assisting, and acknowledge that a mobility device is an extension of the passenger's body.

3002.6.7. Training must emphasize the importance of using person-first language and maintaining the dignity and autonomy of passengers at all times.

3002.6.8. Students must be instructed to practice appropriate verbal cues, active listening techniques, and culturally sensitive engagement.

3002.6.9. Training must instruct that students use clear communication to guide the passenger through every step, especially when starting, stopping, or transitioning surfaces.

3002.6.10. Students must be instructed that if a passenger appears unstable, unwell, or requests assistance, operators must respond with patience, seek support if needed, and prioritize safety over speed.

3002.6.11. Training must include instruction that students communicate clearly with passengers, request permission before providing assistance, and explain each step of the process to ensure understanding and comfort.

3002.6.12. Training must emphasize the need for continuous communication with passengers during lift operation and readiness to halt the lift immediately if an unexpected issue occurs.

3002.6.13. Training must emphasize asking for and confirming passenger consent before initiating any physical adjustments or securement procedures.

3002.6.14**.** Training must instruct that students explain required safety measures—such as mobility device securement and use of occupant restraints—cannot be refused. When a passenger declines consent for any mandatory safety step, this constitutes a denial of service, and transportation shall not proceed in accordance with ADA and organizational safety requirements.

3002.6.15. Training must include instruction that students confirm destination accuracy with the passenger before unloading.

3002.7 Ambulatory Passenger Boarding/Exiting

3002.7.1. Training must include instruction on procedures for safely boarding ambulatory passengers who request or require the use of the lift or ramp.

3002.7.2. Training must instruct that students respect an ambulatory passenger's choice to use the lift or ramp within the limits of safety and company policy.

3002.7.3. Students must be instructed to guide ambulatory passengers to use lift handrails, remain centered, and confirm the passenger's stability before lift or ramp movement.

3002.7.4. Training must emphasize that students must never pressure or rush an ambulatory passenger and must provide calm, respectful verbal support throughout boarding and exiting.

3002.8 Service Animals

3002.8.1. Training must include instruction on the rights of individuals with service animal under the Americans with Disabilities Act (ADA).

3002.8.2. Training must instruct students to understand federal law requires the transport of all service animals accompanying passengers.

3002.8.3. Students must be instructed to give special attention to avoiding pinch points or hazards that could trap passengers or service animals during boarding, exiting, or securement and that service animals are not at risk of injury from lifts, ramps, or other equipment.

3002.8.4. Training must instruct that students allow service animals to always remain with their handler during transport

3002.8.6. Students must be instructed that service animals shall never be separated from their handler and must not be touched, fed, or distracted without the passenger's permission.

3002.8.7. Training must instruct that students recognize service animals may not wear a vest or tag. Under the ADA, if the animal's role is not obvious, students may only ask two questions:
(1) Is the animal required because of a disability? and
(2) What work or task has the animal been trained to perform?
No other questions are permitted.

3002.8.8. Students must be taught to assist passengers accompanied by a service animal in a way that ensures the animal exits safely without obstruction or risk of harm.

3002.8.9. Training must emphasize that students must never rush or separate a service animal from its handler during unloading or boarding.

3002.8.10. Training must prepare students to prioritize the safety of both the passenger and the service animal in emergency situations.

3002.8.11. Students must be instructed to avoid touching or restraining a service animal unless it is essential to prevent injury or harm.

3002.8.12. Training must include instruction on communicating calmly with passengers and maintaining awareness of the service animal's presence and behavior throughout transport.

3002.9 Emergency Situations and Unplanned Events

3002.9.1. Training must include instruction on responding appropriately to common emergency and unplanned event scenarios, including lift malfunction, vehicle power failure, accidents, medical crises, fires, and collisions.

3002.9.2. Training must include instruction on safely lowering and stowing a lift manually in the event of mechanical or power failure, following manufacturer instructions and company policy.

3002.9.3. Training must instruct students to notify dispatch and follow their organization's emergency response procedures when an emergency or unplanned event occurs. Students must be taught to activate emergency services (e.g., 911) when appropriate, based on the nature and severity of the situation, and in accordance with company policy.

3002.9.4. Training must include instruction on emergency evacuation procedures, emphasizing passenger safety as the highest priority. Students must be instructed to:

- Secure the vehicle safely before exiting.
- Exit themselves safely before assisting passengers.
- Assist passengers safely, using evacuation tools such as seatbelt cutters or window punches if necessary, and ensure evacuation tools are kept in a secure,

easily accessible location.
• Bring mobility devices only if doing so does not impede evacuation or passenger safety.

3002.9.5. Training must include instruction on triage and prioritization during emergencies when multiple passengers are present. Students must be instructed to:

- Ensure their own safety and remain calm.
- Recognize immediate hazards such as fire, smoke, leaking fuel, or vehicle instability.
- Identify passengers unable to self-evacuate, including those using mobility devices, children, or individuals with cognitive, sensory, or bariatric needs.
- Prioritize passengers dependent on medical equipment when safe to do so.
- Keep service animals with their handlers whenever possible.

3002.9.6. Training must include instruction that students must never lift or remove a passenger from a mobility device without proper support unless immediate evacuation is required for safety, and must avoid touching or restraining service animals unless essential to prevent injury.

3002.9.7. Training must include instruction on providing emergency assistance within the student's scope of training, including:

- Stopping the vehicle and ensuring the scene is safe.
- Notifying dispatch and activating emergency services when appropriate.
- Providing basic first aid or CPR/AED if certified.
- Avoiding actions beyond the scope of training.
- Not moving fallen passengers unless directed by medical personnel.

3002.9.8. Training must include instruction on remaining calm, reassuring passengers, preserving the scene for first responders, and documenting actions taken in accordance with organizational policies and timelines.

RECORDKEEPING AND COMPLIANCE

Organizations shall implement a documented schedule to inspect, clean, and replace securement equipment in accordance with manufacturer guidelines and applicable RESNA

standards (e.g., WC3/WC4), including recommendations for service life, inspection frequency, and retirement of worn or damaged components.

Qualified entities delivering training in compliance with this standard shall issue a certificate to each participant who successfully completes the training and demonstrates competency. Each certificate shall include the participant's full name, the training program title, the name of the qualified entity, a unique certificate identifier, the date of completion, and an expiration date not to exceed two years from issuance.

Certificates must clearly indicate that the training meets the requirements of the NEMTAC 3002-2026 Mobility Device Securement Education Standard.

Documentation of completed training shall be maintained by NEMTAC and made available for audit as part of the certification process.

Records will be retained by NEMTAC for the longest period required under internal policy.

Organizations are responsible for reviewing and maintaining their own incident reports involving securement failures in accordance with their internal policies and applicable regulations.

NEMTAC encourages each organization to maintain a written policy on mobility-device securement that aligns with the intent and requirements of this standard.