

CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES

TRANSPORTATION MANUAL

Revised August 21st, 2017

MISSION STATEMENT

“We provide persons with developmental disabilities the necessary tools to achieve self-determined lives, while ensuring quality services.”

EXECUTIVE DIRECTOR	ED THOMAS
BUSINESS HOURS	8:30 am-4:00 pm MON.–FRI.
EMERGENCY NUMBER AFTER HOURS	573-469-5851
TARGETED CASE MANAGEMENT OFFICE LOCATION	100 THIRD STREET CAMDENTON, MO 65020
CCDDR OFFICE MAILING ADDRESS:	PO Box 722 CAMDENTON, MO 65020
TARGETED CASE MANAGEMENT PHONE NUMBER	573-317-9233
TARGETED CASE MANAGEMENT OFFICE FAX NUMBER	573-317-9332
ADMINISTRATIVE OFFICE LOCATION	5816 OSAGE BEACH PARKWAY STE 106 OSAGE BEACH, MO 65065
ADMINISTRATIVE OFFICE PHONE NUMBER	573-693-1511
ADMINISTRATIVE OFFICE FAX NUMBER	573-693-1515

Camden County Senate Bill 40 dba Camden County Developmental Disability Resources (CCDDR) does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, sexual orientation, age, disability, or veteran status.

Title VI Assurances

CCDDR agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964 as amended, 42 U.S.C. 200d et seq., and with U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act," 49 CFR part 21.

CCDDR assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. CCDDR further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

CCDDR meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding including CCDDR and its third-party contractors by promoting actions that:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin.
- Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations.
- Promote the full and fair participation of all affected Title VI populations in transportation decision making.
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations.
- Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP).

CCDDR receives state and/or federal funds through grants administered by the Missouri Department of Transportation for both operating and capital. As a recipient of this funding, CCDDR is committed to assuring compliance with the Title VI Requirements for Federal Transit Administration Recipients as outlined in FTA circular 4702.1B

TRANSPORTATION FOR PERSONS SERVED

Purpose:

It is the responsibility of the CCDDR to protect the health and safety of all our clients who are being transported in a personal vehicle of staff or company vehicles. On occasion, there may be situations where CCDDR employees must use their personal vehicles to transport clients. CCDDR has established requirements for staff transporting clients in personal and company vehicles. CCDDR's goal is to provide a transportation program and service that support public or private transportation opportunities for persons with developmental disabilities. Our agency wants to create better transportation for our clients in the communities in which they live, work and play. Transportation provides a means of independence.

Policy:

CCDDR will ensure no qualified individual with a disability shall be excluded from participation in or denied benefits of transportation services from CCDDR. CCDDR requires that all local and state regulations be followed, including, but not limited to, wearing seat belts and adherence to speed limits. Employees must also follow guidelines described in the CCDDR Transportation Manual, CCDDR's Employee Manual, and all CCDDR policies.

CCDDR has one minivan providing limited transportation for clients as needed and makes arrangements with other transportation providers to meet client needs when necessary.

PROCEDURE FOR TRANSPORTING CLIENTS IN SUPPORT COORDINATOR VEHICLE:

1. Drivers shall be properly licensed (Missouri state driver's license preferred and preferably a Class E Driver's License).
2. Employees must have the minimum liability coverage as required by CCDDR policies.
3. Vehicles must have copy of guidelines regarding what to do in event of an accident.
4. In the event of an accident and/or injury while transporting a client, the driver will immediately notify the police and ambulance (if needed) to report the accident, provide CPR/First Aid as needed, and follow guidelines sheet. The Executive Director and/or Services and Supports Director will be notified immediately and if needed, completion of Worker's Compensation for Medical Treatment form, Accident Investigation Report Form and other necessary paperwork will be completed.

PROCEDURE FOR TRANSPORTING CLIENTS IN AGENCY VEHICLE

1. Drivers shall be properly licensed (Missouri state driver's license preferred and preferably a Class E Driver's License).
2. Vehicles must have copy of guidelines regarding what to do in event of an accident.
3. In the event of an accident and/or injury while transporting a client, the driver will immediately notify the police and ambulance (if needed) to report the accident, provide CPR/First Aid as needed, and follow guidelines sheet. The Executive Director and/or Services and Supports Director will be notified immediately and if needed, completion of Worker's Compensation for Medical Treatment form, Accident Investigation Report Form and other necessary paperwork will be completed.

REQUIREMENTS OF POSITION OF DRIVERS FOR CCDDR

1. Drivers shall be properly licensed (Missouri state driver's license preferred and preferably a Class E Driver's license). Employees will furnish a copy of their driver's license to designated Human Resource Officer upon hiring date and also upon renewal of license.
2. Employee must have the minimum liability coverage as required by Missouri statutes (if using a private vehicle).
3. All individuals who are employed by CCDDR are required to have a background Check Consisting of:
 - Illegal drug screen (Upon hire and randomly if shows probable cause)
 - FBI fingerprint check (Fingerprints/Criminal records check/sex offender registry check thru the Highway Patrol (Upon hire)
 - Family Care Safety Registry (annually)
 - Driving history/MVR (annually)
 - Office of Inspector General (OIG United States Department of Health & Human Services (annually)
4. The vehicles must have adequate first aid supplies, including a first aid kit that is checked annually and as necessary.
5. Vehicles must have copy of guidelines regarding what to do in event of an accident.
6. In the event of an accident and/or injury while transporting a client, the driver will immediately notify the police and ambulance (if needed) to report the accident, provide CPR/First Aid as needed. (If you have a current certification in CPR) The Executive Director and/or Services and Supports Director will be notified
7. Immediately and if needed, completion of Worker's Compensation Authorization for Medical Treatment Form, Accident Investigation Report Form and other necessary paperwork will be completed. All accidents occurring away from the CCDDR office when on CCDDR business, regardless of professional medical attention, must be reported for Workers Compensation purposes. Verbal notification of any serious occurrences should be immediately reported to the Executive Director.

RESPONSIBILITIES OF OUR DRIVERS

1. Driver safety is priority.
2. Driver is required to review Transportation Policy Manual annually.
3. The driver is responsible for the condition of the vehicle.
4. It is the responsibility of each driver to fill out the mileage report form upon departure and return in the company vehicle(s).
5. Driver must wear seatbelt at all times and verify passengers have seat belts on.
6. Driver is required to take credit card and fill up the vehicle when it reaches ½ tank.
7. Only authorized persons are allowed to drive or ride in company vehicles.
8. Always be polite and professional when transporting clients.
9. Never drive under the influence of illegal drugs or controlled substances of any kind.
10. Driver may not alter the company vehicle(s) in any way without prior consent of the Executive Director.
11. It is each driver's responsibility to maintain a current valid driver's license.
12. Never drive faster than the speed limit. If you receive a ticket, you are responsible for all costs.
13. Never carry more passengers than available seating in the vehicle.
14. Company vehicles are used for company business only.
15. Driver(s) are responsible for accurately completing all required paperwork, including mileage sheets.
16. Driver shall not transport a minor without written documentation or a phone call from parent/guardian of minor and if at all possible, parent/guardian should accompany the minor who is being transported.
17. Company vehicle keys are to be placed in office desk drawer after vehicle is parked and should remain there at all times the vehicle is not in use.
18. It is the responsibility of every driver to be informed on impending weather conditions and the daily forecast outlook. You will need to watch the news to get this information. This includes all seasonal, inclement weather (snow, ice, thunderstorms, tornado, etc.) It is the driver's responsibility for calling the Support

Coordinator so they can contact the client and inform them of the situation. Drivers should use common sense and good judgment when deciding to drive/transport clients for the day. If the weather is questionable, don't go! It is better to be safe than sorry!

VEHICLE SAFETY CHECKS

1. Any vehicle problem is to be reported to lead personnel.
2. Check vehicle tires - the life of the tires depends on how the vehicle is driven. Excessive speed, braking, or acceleration will cause tires to wear away.
3. Always drive at a safe speed. A safe speed depends on a number of factors:
 - Road Conditions – wide straight, good/bad surface, good/bad vision etc.
 - Weather Conditions – dry, wet, bright, sunny, misty, raining, snow, fog etc.
 - Traffic Conditions – light or heavy flow of traffic, country, city etc.
 - Physical Condition of Driver(s) – relaxed, happy, tired, worried, aggressive, frustrated etc.
4. Never use the vehicle if any maintenance light is on as it could be unsafe.

Report all van maintenance issues to the TCM Office Manager or the Compliance Manager at 573-317-9233 or 573-693-1511 immediately to get repair initiated in a timely manner. If none of the above can be reached, contact the Executive Director at 573-469-5851 or Services and Support Director at 573-289-8598. Return keys to the proper location after each trip. Check driving sheets daily, and initial.

DRIVING UNDER THE INFLUENCE

If you drive under the influence of alcohol, a controlled substance, or impairing substance, the legal penalties include the loss of your license, a fine, and/or prison sentence. Employees will be terminated immediately if determined to be driving under the influence of alcohol and controlled or impairing substances.

MOBILE PHONES

Although an increasing number of states are placing restrictions on cell phone usage, Missouri has no law regarding the use of cell phones while driving. **Per CCDDR company policy, the use of mobile phones while driving a company vehicle is prohibited! If you need to place or receive a call, please pull off the road to do.**

PROCEDURE FOR MEDICAL EMERGENCY:

In Case of a Medical Emergency use the following procedures in the event of a life-threatening Medical emergency.

1. CHECK the scene for any potential safety hazards.
2. **CALL 911**
3. CARE for victim—maintain **Circulation Airway Breathing (C-A-B)**:
4. Provide the following information to 911 operators:
 - Nature of medical emergency
 - Location of the emergency (address, building, highway, etc.)
 - Your name and phone number from which you are calling
5. Do not move victim unless absolutely necessary.
6. CCDDR personnel have a current certification in CPR and First Aid and are authorized to provide Emergency medical assistance in the event of a medical emergency.
 - If personnel trained in First Aid/CPR are not available, as a minimum, attempt to provide the following assistance: Stop the bleeding with firm pressure on the wounds (note: avoid contact with blood or other bodily fluids).

- Clear the air passage using the Heimlich maneuver in case of choking.
7. Stay with the victim until help arrives.

IN CASE OF AN ACCIDENT CALL 911 IMMEDIATELY

1. Give location and time
2. Service required – ambulance etc.
3. Call CDDR
4. Do not move vehicle
5. Take notes if possible
6. Fill out Accident Report Forms

DETAILS OF OTHER VEHICLES

1. Drivers name, address and phone number
2. Type, make and color of the car
3. Insurance details
4. Any contributory factors, lights (on, off) etc.
5. License Plate Number

OBSERVATIONS

1. Fixed Objects
2. Road Conditions
3. Traffic Lights
4. Condition of other vehicles
5. Street lighting
6. Parked cars

WITNESS

MAKE SURE YOU OBTAIN NAMES AND ADDRESS OF WITNESSES.

DIRECT: Sees all but not necessarily a passenger.

INDIRECT: Does not actually see accident but notices a manner of driving.

SPECIAL INTENTIONS

Do not admit error or liability to other party.

Do not discuss accident/statements with press or media.

Do not pose for photographs.

In the event of an accident, minor or severe, it is required by our agency that a drug/alcohol test be conducted **immediately**. This can be done locally at Lake Regional Occupational Medicine, 54 Hospital Dr. Ste. 102, Osage Beach, MO 65065, telephone number 573-348-8045 from 8:00am – 4:00pm Monday thru Friday and at Lake Regional Hospital lab, 2nd floor, 54 Hospital Dr. in Osage Beach, MO, at any other time. Contact information for the lab is 573-348-8296. If accident requires an emergency room visit, the test will be conducted at that time. Driver may be temporarily suspended while waiting for results of test. Refusal to take test will result in immediate termination.

CCDDR DICLINARY ACTIONS ARE AS FOLLOWS:

1. Verbal Warning – documentation goes in personnel file
2. Written Warning – documentation goes in personnel file (may include suspension)
3. Termination – NOTE: Termination may be immediate depending on severity of infraction or due to specific circumstances unforeseen at this time.

REASONS FOR IMMEDIATE TERMINATION:

1. Accidents that involve driver negligence
2. Failure to report an accident
3. Any accidents where drugs/alcohol are involved
4. Refusal to perform drug/alcohol test

PURPOSE FOR ACCIDENT REPORT FORMS

The purpose for Accident Report forms is to comply with OSHA and Workers Compensation regulations regarding the accurate and timely reporting of all accidents and injuries which are job related and / or on CCDDR premises. The Work Comp Authorization for Medical Treatment, Accident Investigation Report, Client/Visitor Report of Injury, Witness Report of Accident and any other required forms will be completed when any staff, volunteer or intern incurs injury or potential injury at CCDDR offices during business hours. The CCDDR Client /Visitor Report of Injury Form Is used when any client or visitor incurs injury at CCDDR offices.

PROCEDURE FOR ACCIDENT REPORT FORMS

1. All accidents occurring at the CCDDR office or away from the CCDDR office when on CCDDR business, regardless of professional medical attention, must be reported for Workers Compensation purposes.
 - Verbal notification of any serious occurrences should be immediately reported to the Executive Director and/or Services and Supports Director.
 - Work Comp Authorization for Medical Treatment form must be completed by Human Resources for employees who incur work related illness or injury. The CCDDR Client/Visitor Report of Injury form is completed for any client or visitor.
2. All Workers Comp accident or injury forms must be sent to Human Resources within 24 hours of occurrence.
3. Human Resources must immediately send the originals to current workman’s compensation insurance carrier.
4. Human Resources is responsible for submission of the completed Workers Comp forms.
5. The CCDDR Board of Directors must be notified of all serious accidents involving medical hospitalization, property damage, death, and any other accidents that would affect the organization in the public. It is the responsibility of the Executive Director to notify the CCDDR Board President.
6. The Services and Supports Director or Human Resources completes the Accident Investigation Report Form.