



CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES

TRANSPORTATION MANUAL



Camden County Developmental Disability Resources

“CCDDR”

Our Mission Statement

“To improve and enhance the lives of Camden County citizens with developmental disabilities in areas of residential, employment, and related 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 does not discriminate in employment opportunities or practices because of race, color, religion, sex, nation origin, sexual orientation, age, disability, or veteran status.

Title VI Assurances

Camden County Developmental Disability Resources 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.

Camden County Developmental Disability Resources 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. Camden County Developmental Disability Resources 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.

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

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

Camden County Developmental Disability Resources 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, Camden County Developmental Disability Resources is committed to assuring compliance with the Title VI Requirements for Federal Transit Administration Recipients as outlined in FTA circular 4702.1B

TRANSPORTATION GOAL OF "CCDDR"

Camden County Developmental Disability Resources' (CCDDR) provides route deviations presently, not fixed routes. 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 town in which they live, work and play. Transportation provides a means of independence.

The purpose of this policy is to ensure that no qualified individual with a disability shall be excluded from participation in or denied benefits of transportation services from Camden County Developmental Disability Resources.

At the present time, CCDDR has only one vehicle which provides personal transportation for our clients. Additional transportation services are provided thru business relationships. CCDDR plans to add additional vehicles in the future as the need arises.

QUALIFICATIONS FOR 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 Human Resource Officer upon hiring date and also upon renewal of license.
2. Employees 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:
 - a. Illegal drug screen (Upon hire and randomly if shows probable cause)
 - b. FBI fingerprint check(Fingerprints/Criminal records check/sex offender registry check thru the Highway Patrol (Upon hire)
 - c. Family Care Safety Registry (annually)
 - d. Driving history/MVR (annually)
 - e. 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 MoPerm 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 Human



Resources will be notified immediately and if needed, completion of an MEM Injured Worker Kit and Auto Accident Report Form.

7. All accidents occurring away from the CCDDR office when on CCDDR business, regardless of professional medical attention, must be reported, for Workers Comp purposes.
 - a. 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 consumers.
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 consumer 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. A safe speed depends on a number of factors:
 - a. Road Conditions – wide, straight, good/bad surface, good/bad vision etc.
 - b. Weather Conditions – dry, wet, bright, sunny, misty, raining, snow, fog etc.
 - c. Traffic Conditions - light or heavy flow of traffic, country, city etc.
 - d. 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.

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. **YOU WILL ALSO LOSE YOUR JOB!**

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 so.**

TRANSPORTATION FOR PERSONS SERVED

Policy:

It is the responsibility of the Camden County Developmental Disability Resources 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 set the following requirements for staff transporting clients in personal vehicles.

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 this manual, CCDDR's Employee Manual, and all CCDDR policies.



Procedure:

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 operator:
 - a. Nature of medical emergency
 - b. Location of the emergency (address, building, highway, etc.)
 - c. 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.
 - a. 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).
 - b. Clear the air passages 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 CCDDR (Camden County Developmental Disability Resources)
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 DISCIPLINARY PROCEDURES 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 accident where drugs/alcohol are involved
4. Refusal to perform drug/alcohol test

Please report all van maintenance issues to Compliance Manager at 573-693-1511 immediately to get repair initiated in a timely manner. If the Compliance Manager cannot be contacted, contact the Executive Director at 573-469-5851 or Consumer Support Director at 573-289-8598.

Please return keys to the proper location after each trip.

Please check driving sheets daily, and initial.

PURPOSE FOR ACCIDENT REPORT FORMS

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.

PROCEDURE FOR ACCIDENT REPORT FORMS

1. The MEM Injured Worker Kit must be completed by the Compliance Manager for employees who incur work related illness or injuries. The CCDDR Report of Injury form is completed for any client or visitor.
2. All Workers Comp accident or injury forms must be sent to the Compliance Manager within 24 hours of occurrence.
3. The Compliance Manager must immediately send the originals to MEM.
4. The Compliance Manager 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 Chairperson.

6. The Compliance Manager completes the Accident Investigation Report Form.



Employee Acknowledgement Form

SIGNED VERIFICATION OF RECEIVING AND READING TRANSPORTATION POLICY AND MANUAL

I, _____, have received and read the Camden County

Developmental Disability Resources Transportation Policy and Manual.

SIGNATURE

DATE