



Transportation Services

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Effective Date: 07/01/2018

Revision date: 07/01/2018

Responsibilities: **Coordinators, Drivers**

Purpose:

To outline Center for Social Change's Transportation Program and the conditions under which the program operates.

Policy:

The Center for Social Change operates transportation services for the transportation needs, safety, and security of its individuals and must operate in compliance with all state and local regulations governing transportation services.

Procedures:

1. All transportation services provided by Center for Social Change must operate in compliance with applicable federal, state of Maryland, county and city requirements.
2. All vehicles must be inspected regularly to ensure that they are safe to transport clients.
3. All persons assigned to operate vehicles must be appropriately licensed and approved as drivers and must have completed a mandatory drivers training prior to being authorized to drive vehicles, or transport clients.
4. Upon employment, each person who will be assigned driving responsibilities will be screened, and a background check must be completed by Human Resources to make certain that they are suitable candidates to be given transportation responsibilities.
5. All vehicles and personnel who are assigned driving responsibilities must meet insurance requirements and be properly insured prior to being assigned transportation duties.
6. Safety features and equipment must be present in all vehicles and operating properly, and the vehicle must provide for special accessibility needs of individuals who need them

7. Written emergency procedures, communications devices, road warning/hazard equipment, and first aid supplies must be maintained in the vehicles at all times.
8. Maintenance of all Center for Social Change's vehicles (owned, leased, or rented) must be maintained in accordance with manufacturers' recommendations.



Use of CSC's Vehicles

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Effective Date: 07/01/2018

Revision date: 07/01/2018

Responsibilities: **Coordinators, Direct care employees, Drivers.**

Purpose:

To establish the conditions under which Center for Social Change's vehicles may be used.

Policy:

Any and/or all vehicles owned, operated, or leased by the Center for Social Change (CSC), are restricted to being used for agency-sanctioned business; including for the purpose of transporting individuals to and from programs, to and from agency-related appointments, or to and from agency-sanctioned activities.

Procedures:

1. All vehicles must be approved in advance to be signed out for business purposes, to insure proper accountability and proper use of all vehicles that are owned, leased or rented by CSC.
2. All staff members who are properly licensed and who have an acceptable driving record will be assigned to drive agency owned or leased vehicles after having been properly enrolled and covered by the agency's insurance plan covering the vehicles. Thereafter, periodic checks of driving records must be conducted to make certain that clients are not placed at risk.
3. The vehicles are restricted to being used for agency-sanctioned business, transporting individuals to and from the program, transporting individuals to and from program-approved appointments, or to and from program-approved activities only.
4. Center for Social Change's vehicles must not be used by employees for personal reasons under any circumstances.
5. Any employee who violates the above transportation restriction is subject to disciplinary actions, including possible termination of employment.



Vehicle Maintenance Program

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Effective Date: 07/01/2018

Revision date: 07/01/2018

Responsibilities: **Director of Operations, Coordinators, All Drivers**

Purpose:

To explain Center for Social Change's Vehicle Maintenance Program and its purpose.

Policy:

Center for Social Change must maintain a proactive Vehicle Maintenance Program requiring regular inspection of its fleet of vehicles to insure that they are in safe operating conditions at all times.

Procedures:

1. In addition to the vehicle self-inspection conducted by each driver daily and the weekly inspection by the primary driver of vehicles, the Director of Operations must make a monthly check of all vehicles for safety purposes.
2. The monthly check will include an inspection of the vehicle for safety, a check to make sure all equipment works properly, and an inventory of safety and first aid equipment for completeness.
3. A monthly checklist must be completed to document that the inspection was conducted.
4. The checklist must be maintained with the vehicle safety records for future reference.
5. Any repair work or replacement of equipment that is found to be needed must be taken care of immediately to restore the safety, integrity, and security of the vehicle.



Use of Personal Vehicles

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Effective Date: 07/01/2018

Revision date: 07/01/2018

Responsibilities: **Directors, Coordinators, All employees**

Purpose:

To prohibit the use of private, personally-owned vehicles by employees to transport individuals.

Policy:

The use of private or personally-owned vehicles by employees to transport individuals is strictly prohibited. Employees must not transport individuals in their personal vehicles.

Procedures:

1. For insurance liability purposes as well as for risk management reasons, no employee is allowed to use his or her personal vehicle to transport individuals.
2. Any employee who observes another employee transporting individuals in their private vehicle must report the incident to their supervisor immediately.
3. In addition, an incident report must be completed to document the incident.
4. Upon completion of an investigation, if the infraction is found to be true, that employee will be subjected to consequences related to the violation.
5. Depending upon the circumstances surrounding the infraction, the guilty employee could be subjected to termination of employment.



Vehicle Accident Investigation

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Effective Date: 07/01/2018

Revision date: 07/01/2018

Responsibilities: **Drivers, Director of Operations, Coordinators**

Purpose:

To describe the protocol to be followed when Center for Social Change's vehicle has been involved in an accident and establishes how to report it.

Policy:

All accidents involving a vehicle owned, operated, or leased by Center for Social Change must be investigated thoroughly to determine culpability and reported immediately to a supervisor or coordinator for their assistance in the investigation.

Procedures:

1. All accidents involving one of Center for Social Change's vehicles must be reported to a supervisor immediately following its occurrence.
2. The driver involved in the accident should refer to the instructions contained in each vehicle entitled "CHECKLIST OF THINGS TO DO IF VEHICLE YOU ARE DRIVING MEETS WITH AN ACCIDENT" and follow those suggestions, then fill out the "ON THE SPOT ACCIDENT REPORT" as completely as possible.
3. The "accident report" should be attached to the incident report which must be completed regarding the accident.
4. The incident report with the accident report attached must then be turned in to the appropriate supervisor or manager.

**Drivers on Medication****Page 1 of 1**

Effective Date: 07/01/2018

Revision date: 07/01/2018

Responsibilities: **All Employees****Purpose:**

To require employees who are taking prescription medication to notify the employer if that medication could potentially impair their ability to drive a vehicle

Policy:

All employees who are responsible for transporting individuals to and from the program, or who might be called upon to transport individuals to an agency-sanctioned event, must inform the organization of being prescribed any medication which might impair their ability to operate a vehicle. This requirement is made to guarantee the safety and well-being of Center for Social Change's individuals as much as possible.

Procedures:

1. Upon being prescribed medication which could possibly impair one's ability to operate a vehicle, all employees whose job calls for them to drive a vehicle must notify the organization informing them immediately of this potential danger.
2. Once the employer is notified, it is the employer's responsibility to evaluate and decide whether or not the employee will be allowed to transport individuals.
3. To err in the direction of caution, it is prudent and wise to limit the employee's driving during his or her taking of the medication.
4. Because safety of the individual is paramount, it is suggested that the employee be assigned to other duties until they have been cleared by their treating physician.



Annual Drivers Training

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Effective Date: 07/01/2018

Revision date: 07/01/2018

Responsibilities: **All Employees**

Purpose:

To require employees to update their driving skills annually as required by law when they are required to transport individuals as a part of their jobs.

Policy:

All employees, who are responsible for transporting individuals to and from program related activities, or who might be called upon to transport individuals to an agency-sanctioned event, must complete defensive drivers' education annually to operate agency-owned vehicles. This requirement is made to guarantee the safety and well-being of Center for Social Change's individuals as much as possible.

Procedures:

1. Annual defensive drivers' training will be completed by each employee who is responsible for transporting individuals. In addition, drivers' records will be monitored periodically thereafter depending on the current needs and requirements of CSC and any licensing, funding, or insurance agencies with whom CSC is associated with.
2. Drivers training will be coordinated by the Human Resource Department which will notify the employee when his or her annual training is due.
3. Upon being notified, the employee will be scheduled for annual update immediately.
4. It is important for the employee to understand that it their obligation to remain current since driving is a requirement of their job duties.



Emergency Procedures- Vehicles

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Effective Date: 07/01/2018

Revised: 07/01/2018

Responsibilities: Coordinators, Drivers

Purpose:

To prepare employees on how to successfully manage situations that pose a threat to the health and safety of the individuals, CSC property, and themselves.

Policy:

Employees must follow certain guidelines established by the company to ensure the safety of the persons served, the vehicles, and the employees themselves when an emergency occurs while driving a company vehicle.

Procedures:

ACCIDENTS

1. Take immediate action to prevent further damage at the scene of the accident. Pull onto shoulder or side of the road. Place warning signals promptly and properly.
2. Ask all passengers if they are ok and visually examine them for injury. If anyone complains of pain, has stopped breathing or is bleeding excessively, DO NOT MOVE HIM/HER.
3. Examine yourself for injury and take stock of your own condition.
4. If the individuals appear uninjured have them immediately exit and move out of harm's way.
5. Use your company provided or personal cell phone to call for an ambulance if anyone is claiming that they are seriously injured, complaining of pain, stopped breathing, or is bleeding excessively.
6. Call your supervisor to inform them of what's happened and follow his/her instructions.

7. Complete the "On the Spot Accident Report", taking as much information as possible from the other driver including their name, address, license plate number, and make/model of their vehicle.
8. Call the police (the police must be called for every accident involving a company vehicle, no matter how small the accident). If a fire is involved, then contact the Fire Department.
9. Complete the "On the Spot Accident" report.
10. All occupants in the vehicle involved in an accident must be seen in a hospital emergency room at once following the accident even if they are not complaining of any pain and appear to be uninjured.
11. Turn in your 'Accident Report' to your supervisor.

CAR HAS MECHANICAL PROBLEMS WHILE DRIVING

- 1) Pull onto shoulder or side of the road. Place warning signals promptly and properly.
- 2) Have everyone stay in the vehicle (as long as it is safe to do so) until the police or other assistance arrives.
- 3) Ask all passengers if they are ok and visually examine them for injury. If anyone complains of pain, has stopped breathing or is bleeding excessively, **DO NOT MOVE HIM/HER.**
- 4) Examine yourself for injury and take stock of your own condition.
- 5) If the vehicle begins to emit smoke or a fire is detected, then everyone should exit the vehicle immediately and move as far away from the vehicle as possible while still staying off the road.
- 6) Contact your supervisor to inform him/her of what's happened and follow his/her instructions.
- 7) If assistance is offered by someone other than the police, employees should ask them to notify the police and then ask them to contact your supervisor. Under no circumstances should staff ever go with someone other than the police, leave individuals unattended, or send an individual with a passer-by.

PASSENGER BECOMES SICK OR STARTS TO ACT IN AN UNSAFE MANNER

- 1) Pull onto shoulder or side of the road. Place warning signals promptly and properly.
- 2) Turn on the hazard lights (aka emergency blinkers) and everyone should stay in the vehicle (as long as it is safe to do so) until the police or other assistance arrives.

- 3) Ask all passengers if they are ok and visually examine them for injury. If anyone complains of pain, has stopped breathing or is bleeding excessively, DO NOT MOVE HIM/HER.
- 4) Examine yourself for injury and take stock of your own condition.
- 5) Contact your supervisor to inform him/her of what's happened and follow his/her instructions.
- 6) If assistance is offered by someone other than the police, employees should ask them to notify the police and then ask them to contact your supervisor. Under no circumstances should staff ever go with someone other than the police, leave individuals unattended, or send an individual with a passer-by.