



## CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES

### TRANSPORTATION MANUAL

Revised August 21<sup>st</sup>, 2017

Revised September 12<sup>th</sup>, 2019

Revised December 13<sup>th</sup>, 2022

### MISSION STATEMENT

“To 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 MAILING ADDRESS	100 THIRD STREET CAMDENTON, MO 65020 PO BOX 722, CAMDENTON MO 65020
TELEPHONE NUMBER FAX NUMBER	573-317-9233 573-317-9332
ADMINISTRATIVE OFFICE LOCATION	5816 OSAGE BEACH PARKWAY STE 106 OSAGE BEACH, MO 65065
TELEPHONE NUMBER FAX NUMBER	573-693-1511 573-693-1515

It is the responsibility of Camden County Developmental Disability Resources (CCDDR) to protect the health and safety of all clients who are being transported by our staff. CCDDR has established requirements for CCDDR employees utilizing vehicles owned and not owned by CCDDR when conducting CCDDR business and while transporting clients. On occasion, there may be situations where CCDDR employees must transport clients.

### **RESPONSIBILITIES OF OUR DRIVERS**

1. Do not drive under the influence. If an employee drives under the influence of alcohol, a controlled substance, or impairing substance, the legal penalties could include the loss of your license, a fine, and/or prison sentence. An employee will be terminated immediately if determined to be driving under the influence of alcohol, controlled substances, or impairing substances while conducting CCDDR business or transporting CCDDR clients.
2. The use of mobile phones (with or without hands-free devices or methods) while driving a CCDDR-owned vehicle or transporting clients in vehicles not owned by CCDDR is prohibited. The use of mobile phones without hands-free devices or methods (Bluetooth, speech-to-text converters, etc.) while driving a vehicle not owned by CCDDR when conducting CCDDR business is prohibited.
3. 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. If any CCDDR-owned vehicle exhibits unsafe tire conditions, the vehicle shall not be driven. Immediately notify the appropriate CCDDR personnel. If any vehicle being utilized by an employee that is not owned by CCDDR exhibits unsafe tire conditions, the employee shall not operate the vehicle while conducting CCDDR business or transport CCDDR clients until the vehicle's tire(s) are replaced or repaired.
4. Check the vehicle for any abnormalities which may affect the performance of the vehicle. If any CCDDR-owned vehicle exhibits abnormalities, the vehicle shall not be driven. Immediately notify the appropriate CCDDR personnel. If any vehicle being utilized by an employee that is not owned by CCDDR exhibits abnormalities, the employee shall not operate the vehicle while conducting CCDDR business or transport CCDDR clients until the vehicle is repaired.
5. If any CCDDR-owned vehicle begins exhibiting any abnormalities during operation, discontinue operation of the vehicle as soon as possible by immediately pulling over and parking the CCDDR-owned vehicle at the nearest, safest location. As soon as it safe to do so, notify the appropriate CCDDR personnel for further instructions. If any CCDDR-owned vehicle warning indicator is activated while in operation, discontinue operation of the vehicle as soon as possible by immediately pulling over and parking the CCDDR-owned vehicle at the nearest, safest location. As soon as it safe to do so, notify the appropriate CCDDR personnel for further instructions.
6. If any vehicle being utilized by an employee that is not owned by CCDDR exhibits any abnormalities or any warning indicator is activated while in operation when conducting CCDDR business, discontinue operation of the vehicle as soon as possible by immediately pulling over and parking the vehicle at the nearest, safest location. As soon as it safe to do so, notify the appropriate CCDDR personnel. The employee shall not operate the vehicle while conducting CCDDR business or transport CCDDR clients until it is repaired. CCDDR is not responsible for the repairs and maintenance of vehicles not owned by CCDDR.
7. Always drive at a safe speed. A safe speed depends on several 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, etc.
  - Physical Condition of Driver(s): relaxed, happy, tired, worried, aggressive, frustrated, etc.
8. Drivers must never drive faster than the speed limit. If a driver receives a citation, the driver will be responsible for all costs associated with the citation.
  9. CCDDR-owned vehicles must always have adequate first aid supplies in the vehicle, including a first aid kit that is inspected annually and as necessary. The CCDDR-owned vehicle is not to be operated if adequate first aid supplies are not in the vehicle. If any CCDDR employee transports a client(s) in a vehicle not owned by CCDDR, the employee must obtain and sign for a portable first aid kit with adequate first aid supplies from the CCDDR office. When the transport of a client(s) is completed, the employee shall return the first aid kit. The first aid kit must be checked upon return to ensure all adequate first aid supplies are present. If not present, a designated CCDDR employee shall replenish the supplies before the first aid kit is reissued to another employee.
  10. In the event of a serious accident and/or injury, the driver will immediately call 9-1-1 if able to do so. In the event of a minor accident, the driver will notify the police and ambulance to report the accident. The Human Resources Officer or Executive Director will be notified immediately and, if needed, will complete a Workers Compensation Authorization for Medical Treatment form.
  11. 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.
  12. If a driver receives a citation due to a vehicle accident and/or other traffic offense/moving violation, the driver will be responsible for all costs associated with the citation.
  13. Drivers' safety is priority.
  14. Drivers must always wear seatbelts and verify passengers are wearing seatbelts as well.
  15. Drivers must always be polite and professional when transporting clients.
  16. It is each driver's responsibility to maintain a current valid driver's license.
  17. Drivers must never transport more passengers than available seating in any vehicle.
  18. Drivers shall not transport a minor without written documentation or verifiable permission from the parent(s)/guardian(s) of the minor, and, if possible, a parent(s)/guardian(s) should accompany the minor who is being transported.
  19. It is the responsibility of every driver to be informed on impending weather conditions and the daily weather forecast. This includes all seasonal and inclement weather (snow, ice, thunderstorms, tornado, etc.). It is the driver's responsibility for contacting clients to inform them of inclement weather. Drivers should use common sense and good judgment when deciding to transport clients. If the weather is questionable, don't go! It is better to be safe than sorry!
  20. Drivers are required to review CCDDR's Transportation Policy and Transportation Manual annually.

Report all CCDDR-owned vehicle maintenance issues immediately to the TCM Office Manager or the Compliance Manager at 573-317-9233 or 573-693-1511 so repairs can be initiated in a timely manner. If none of the above can be reached, contact the Executive Director at 573-469-5851. Return keys to the proper location after each trip as well as check the driving sheets and initial.

## **MEDICAL EMERGENCIES**

CCDDR employees must follow the protocol below if they are not incapacitated and able to do so:

1. Check the scene for any potential safety hazards.
2. Call 9-1-1.
3. Care for victim—maintain Circulation Airway Breathing (C-A-B).
4. Provide the following information to 9-1-1 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 the victim(s) unless it is necessary.
6. CCDDR personnel who have a current certification in CPR/First Aid are authorized to provide emergency assistance. If personnel trained in First Aid/CPR are not available, CCDDR personnel should attempt to provide the following assistance if needed:
  - 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(s) until help arrives.

## **IN CASE OF ACCIDENTS**

CCDDR employees must follow the protocol below if they are not incapacitated and able to do so:

1. Give the location and time to the 9-1-1 operator or dispatcher/call-taker.
2. Indicate the type of service required – police, ambulance, etc.
3. Call a CCDDR office if during business hours or call the Human Resource Officer or Executive Director if outside of normal business hours.
4. Do not move the vehicle unless instructed to do so by the police or other authorities.
5. Take notes if possible.
6. Fill out all appropriate/applicable Accident Report Forms as soon as possible.

## **DETAILS OF OTHER VEHICLES**

CCDDR employees must follow the protocol below if they are not incapacitated and able to do so:

1. Obtain the other driver's/drivers' name(s), address(es), and phone number(s).
2. Note the make, model, color, and the license plate of the other vehicle(s) involved.
3. Obtain the other driver's/drivers' vehicle insurance details.
4. Note any contributory factors about the other vehicle(s) (lights on or off, turn signal on or off, etc.)

## **OBSERVATIONS**

CCDDR employees must follow the protocol below if they are not incapacitated and able to do so:

1. Note any fixed objects relative to the incident.
2. Note the road conditions.
3. Note the traffic light's function at the time of the accident (green, red, yellow, or inoperable).

4. Note the condition of any other vehicles that may be involved or might have been a contributing factor.
5. Note the conditions of the street lighting if the accident occurred at night (on, off, inoperable, present, or not present)
6. Note any other environmental conditions (parking lots, parked cars, inoperable cars on the side of the road, etc.)

### **WITNESSES**

If CCDDR employees are not incapacitated and able to do so, they should obtain the names, addresses, and phone numbers of any witnesses:

- DIRECT: Sees the accident but not a passenger in one of the vehicles involved
- INDIRECT: Does not actually see accident, but notices a manner of driving or other relevant details

### **SPECIAL INTENTIONS**

1. Do not admit error or liability to other party.
2. Do not discuss the accident or any statements with the press or media.
3. Do not pose for photographs.

In the event of an accident, minor or serious, CCDDR requires a drug/alcohol test be administered **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 through Friday, or at the 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 the accident requires an emergency room visit, the test will be conducted in the emergency room. The CCDDR employee driver may be suspended temporarily while awaiting results of the test. Any CCDDR employee refusal to take a drug/alcohol test will result in immediate termination.

### **CCDDR DISCIPLINARY ACTIONS**

If it is determined the CCDDR employee driver is at fault for any accident or medical emergency, the following disciplinary actions may be administered:

- Verbal Warning/Counseling – documentation goes in personnel file
- Written Warning/Reprimand – documentation goes in personnel file
- Suspension – documentation goes in personnel file
- Termination – termination may be immediate depending on known circumstances and/or severity of the infraction or delayed due to the eventual completion of an investigation and its findings

### **REASONS FOR IMMEDIATE TERMINATION:**

- Accidents that involve driver negligence
- Failure to report an accident

- Any accidents where drugs/alcohol are involved
- Refusal to perform drug/alcohol test

### **PURPOSE FOR ACCIDENT REPORT FORMS**

The purpose for Accident Report Forms is to comply with insurance requirements and other regulatory compliance. The accurate and timely reporting of all accidents and injuries which are job related and/or on CCDDR premises is vital. The Workers Compensation 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 on CCDDR premises or while conducting CCDDR business. The CCDDR Client/Visitor Report of Injury Form Is used when any client or visitor incurs injury on CCDDR premises or while being transported by a CCDDR employee in the performance of the employee's duties.

### **ACCIDENT REPORT FORMS**

1. All accidents occurring on CCDDR premises or when conducting 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 Human Resources Officer or Executive Director
  - The Workers Compensation Authorization for Medical Treatment form must be completed by the Human Resources Officer or Executive Director for employees who incur work related illness or injury
  - The CCDDR Client/Visitor Report of Injury form is completed for any client or visitor when any client or visitor incurs injury on CCDDR premises or while being transported by a CCDDR employee in the performance of the employee's duties
2. All Workers Compensation accident or injury forms must be completed by and/or sent to the Human Resources or the Executive Director within 24 hours of occurrence.
3. The Human Resources Officer or Executive Director must immediately send the originals to current Workers Compensation insurance carrier.
4. The Human Resources Officer or Executive Director is responsible for submission of the completed Workers Compensation forms.
5. The CCDDR Board of Directors must be informed of all serious accidents involving medical hospitalization, property damage, death, and any other accidents that would or could detrimentally affect the organization. It is the responsibility of the Executive Director (or Human Resources Officer if the serious accident or death involves the Executive Director) to immediately notify the Board Chairperson upon notification or discovery of serious accident involving medical hospitalization, property damage, death, and any other accidents that would or could detrimentally affect the organization and the Board of Directors.
6. The Human Resources Officer or Executive Director completes the Accident Investigation Report Form.