



LIVINGSTON COUNTY VETERANS' SERVICES TRANSPORTATION POLICY

517-546-6338

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Veterans' Services Transportation
2300 E. Grand River Ave., Howell, MI 48843
Tel: (517)546-6338 Fax: (517)546-0942

Mary Durst, Director

Accident Policy

In the event of an accident or emergency, a driver's responsibilities range from having the ability to protect yourself and your passengers from injury or death, to protecting yourself and Veterans' Services afterwards from fraudulent or excessive liability claims. A driver shall also protect the vehicle from damage, or further damage, and keep your passengers as comfortable and calm as the situation permits.

When there is an accident or emergency involving your vehicle or passengers, a driver is responsible for handling that situation in a way that lessens the risk of injury or death to your passengers and to yourself.

4 (four) basic steps in an accident or emergency:

1. Keep calm- you are the person who must make rational and informed decisions.
 - a. Call 911 or designate a person to call 911 if you are needed elsewhere.
2. Protect your passengers, yourself, and your vehicle.
 - a. Determine if evacuation is necessary.
 - b. Make sure your passengers are in a safe location and do not wander into danger.
 - c. Move the vehicle only when you are instructed to do so, park in a location to prevent further damage.
 - d. Turn on four way flashers and set out reflective triangles if applicable and safe to do so.
3. Contact office and management.
 - a. Advise them where you are, that you have been in an accident, and whether anyone appears injured.
 - b. If after hours, you must notify Director as soon as possible.
 - i. They must determine if Drug & Alcohol testing are required.
4. Complete required reports.
 - a. You are responsible for completing any accident reports thoroughly and in detail. An incident form shall be completed before you leave for the day. Any further reports needed will be given to you by management.



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Blood Borne Pathogen & Bed Bug Policy

Veterans' Services drivers shall use universal precautions to prevent the spread of any disease or illness. Universal precautions are a set of protective measures, primarily aimed at preventing blood borne diseases, which can aid in the prevention of all kinds of disease.

- Always treat blood and bodily fluids as potentially infectious.
- Always wash your hands thoroughly before hand to mouth, nose or eye contact.
- Always maintain a barrier between yourself and the contaminated material.
 - Unbroken skin is a barrier against blood borne pathogens.
 - Open sores, cuts, abrasions, sunburn, blisters, acne, hang nails and paper cuts are examples of a pathway for infected materials to enter your body.
- Always check for a Bio Hazard Cleanup Kit as part of your Pre-Trip.
 - If the kit is sealed, do not open it for inspection. Rather, check the expiration date.

If a passenger should get sick on your bus:

- Remain Calm.
- Comfort the injured/sick passenger.
- Use universal precautions and wear disposable gloves.
- Call for medical assistance if needed.
- Use Biohazard spill kit for cleanup.
- Contact Director.

It will be the practice of Veterans' Services Transportation to not board any passenger that has any bodily fluid visible (Blood, Urine, Vomit) or has visible Bedbugs. Must be visible to the driver at time of boarding. Please contact Director for further instructions. If they are unavailable, driver will use own discretion. If further assistance is needed, Veterans' Services Committee Chairman can be contacted.

If any of the above should happen after boarding, a driver shall notify Director. Director will direct the driver on how to proceed. If medical attention should be needed, the driver shall call 911 directly. If Director is unavailable, then the driver shall proceed with the scheduled trip and write an incident report upon returning to base.



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Driver Log Policy

Log Documentation and Validation:

It is required that ALL drivers document the following on their paper logs or input information into tablet if applicable.

Office Log

- Starting and ending mileage
- Starting pull out time and base end time
 - This is the time the vehicle is in service.
- Fuel added
- Sign and date document at end of shift with no space between signature and last entry.

VAMC Rider Form

- Ask for copy of VAMC form or make copy at veterans' resource center on first floor.
- Turn in VAMC form to VAMC travel office at the end of each day. Assure all vet signatures and last four of their social security are on the sheet. If a signature is forgotten, sign driver name and notate missed signature. Try to limit this as much as possible.

New Passenger

- A copy of the DD-214 with valid ID **OR** VA medical card must be documented before Veteran can utilize Veterans' Services transportation. A picture can be taken and sent through LIVNGSTON COUNTY EMAIL ONLY to transportation dispatcher. Delete picture immediately.



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Emergency Evacuation Policy

As a driver, you have a responsibility for the safety and welfare and safety of your passengers, and you must be prepared to provide evacuation assistance to all of them.

Decision to evacuate:

- Weather conditions, traffic, road conditions, availability of assistance, response time of public safety services, passenger characteristics and driver experience will enter into the decision to evacuate.
- If FIRE is present, there is leaking fuel, or the vehicle is in danger, then the need to evacuate is very clear, EVACUATE IMMEDIATELY.
- If you smell smoke, see smoke, or smell fuel fumes evacuate yourself and passengers immediately.

Evacuation of passengers in wheelchairs:

Each situation should be assessed and a driver shall determine the best way to evacuate. Factors to consider:

- Should the passenger be evacuated in their mobility device? A passenger maybe reluctant to leave their wheelchair, however, saving the passengers life is first priority.

Communicating with passengers and helpers:

In an emergency, most passengers will look to you, the driver, for direction. You represent authority and must take the lead.

- Tell passengers in a calm, clear, concise manner that there is an emergency.
- Explain what you need them to do, this will help prevent passenger hysteria.
- Advise them that help is on the way, but for their safety it is best they leave/are assisted from the vehicle.
 - The use of able-bodied passengers or passersby must be done with great care.
- Make it clear what your commands will be before you start whatever you are doing.

Remember as the driver, you are responsible for directing passengers and passersby giving assistance. However, once public safety personnel arrive on scene they will assume command and control of the emergency. At that point, your responsibility is seeing to the needs of your passengers.



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Hand-Held Mobile Device Policy

Veterans' Services drivers are prohibited from using hand-held mobile devices, including personal cell phone, Veterans' Services cell phone and Tablet, at any time while *driving* Veterans' Services vehicles.

For the purpose of this policy only, *driving* means operating a commercial motor vehicle on a roadway, including while temporarily stationary because of traffic, a traffic control device, or other momentary delays. *Driving* does not include operating a commercial motor vehicle when the driver has moved the vehicle to the side of, or off, a highway and has halted in a location where the vehicle can safely remain stationary with the transmission in the Park position. (392 CFR 392.82)

Veterans' Services drivers shall be permitted to use personal mobile devices for the purpose of GPS only while *driving* a Veterans' Services vehicle. Devices must be securely mounted to the vehicle outside of the driver's sight lines to the road and roadway signs and signals. Personal mobile devices must be in silent mode, with the exception of GPS directions, and personal calls or texts may not be answered while *driving* a Veterans' Services vehicle. Please save personal calls/texts for breaks. Smart watches may be worn, but must remain hands free while *driving*.

The Veterans' Services cell phone shall remain on for the duration of the shift, and should be taken with a driver. Drivers are not required to take it on their un-paid lunch break.

In the event of an Emergency using a hand-held mobile device, including texting, is permissible by a driver when it is necessary to communicate with law enforcement officials or other emergency services. (392 CFR 392.80-392.82)



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Incident Weather Policy

Veterans' Services will consider many factors regarding when to close:

- Road conditions
- Weather forecast
- Local School Closings
 - If all county schools close for road conditions, Veterans' Services Transportation will be closed.
 - If all county schools close for other reasons, management may maintain full operations.

Closures during regular hours:

- If Veterans' Services determines to close during regular hours, Driver will be expected to finish providing services to veterans who have already been picked up. It may be necessary to cut short veteran appointments or return before reaching appointments. All veterans not picked up will be notified that transportation has been cancelled for the day. All Drivers at work at the time of Veterans' Services closing will be paid for the hours scheduled after Veterans' Services closes.

Closure prior to start of work day:

If county schools close for road conditions or if Director/Driver determines to close prior to the start of the work day, driver will notify veterans of closure and will be paid for time spent making calls.

Questionable driving conditions:

Drivers may report to work earlier than their scheduled time, when it is necessary, to start earlier due to weather conditions. If Driver feels road conditions are becoming too hazardous to traverse, Driver will call Director to discuss further actions. If Director is not available, Driver will use discretion.



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Passenger Confidentiality Policy

Given the nature of our work, it is imperative that we maintain the confidence of passenger information that we receive in the course of our work. Veterans' Services prohibits the release of any passenger information to anyone outside the organization unless required for purposes of treatment, payment, or health care operations, and discussions of Protected Health Information (PHI) within the organization should be limited. Acceptable uses of PHI within the organization include, but are not limited to, exchange of passenger information needed for the treatment of the passenger and other essential health care operations, peer review, internal audits, and quality assurance activities.

I understand that Veterans' Services provides services to passengers that are private and confidential and that I am a crucial step in respecting the privacy rights of veteran passengers. I understand that it is necessary, in the rendering of transportation services, that passengers provide personal information and that such information may exist in a variety of forms such as electronic, oral, written or photographic and that all such information is strictly confidential and protected by federal and state laws.

I agree that I will comply with all confidentiality policies and procedures set in place by Veterans' Services during my entire employment or association with Veterans' Services and after. If I, at any time, knowingly or inadvertently breach the passenger confidentiality policies and procedures, I agree to notify the Director immediately. In addition, I understand that a breach of passenger confidentiality may result in counseling, suspension or termination of my employment or association with Veterans' Services. Upon termination of my employment or association for any reason, or at any time upon request, I agree to return any and all passenger confidential information in my possession. This is not a contract for continued employment.

I have read and understand all privacy policies and procedures that have been provided to me by Veterans' Services. I agree to abide by all policies or be subject to disciplinary action, which may include verbal or written warning, suspension, or termination of employment or of any membership or association with Veterans' Services. This is not a contract of employment and does not alter the nature of the existing relationship between Veterans' Services and me.



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Passenger Window Time and Call Ahead Policy

When picking up a passenger:

- There is a 15-minute window time, this means:
 - The van may be 15 minutes early (ahead of pick up time)
 - Or
 - The van may be 15 minutes late (after your pick up time)

Any time in this window a van is considered on time.

In the window time, the van must wait for a passenger for 5 minutes. If a passenger has not headed to the van in this 5 minutes, the driver will mark him/her a “no show”.

Veteran Scheduling:

48 hour notice is required by veteran to schedule transportation. Veterans' Services reserves the right to find alternate transportation for veteran if driver is over-booked. I.e.: volunteer, Blue Car, L.E.T.S., and Catholic Charities.

Alternate Scheduling:

In the event driver is not able to pick up a passenger, driver will contact scheduler. Scheduler will attempt to find alternate transportation in the following order:

1. Volunteer
2. Alternate driver
3. VA shuttle
4. If veteran is mobile, Catholic Charities
5. If veteran is mobile, Blue Car. All attempts should be made to keep Blue Car within Livingston County. Blue Car may be scheduled for a VA pick up/drop off only after all other options have been exhausted.
6. If all options fail, driver or scheduler will discuss situation with Director.

No show:

Any ride canceled less than 1 hour prior, the rider will be considered a “no show”. Multiple no shows could put veteran at risk of losing transportation privileges.

Cancellations:

Any ride may be canceled 1 hour prior to the scheduled on time with no penalty.

Call Ahead:

Driver will call veteran the night before with expected pick up time. If time deviates more than 15 minutes from stated pick up time, driver will call veteran.



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Veterans' Services Passenger Conduct Policy

Van schedule

- There is a 15-minute time window. This means the van may be 15 minutes early or 15 minutes later than stated pick up time. Any time within this window, the van is considered on time.
- The van will wait up to 5 minutes for a passenger. If a passenger has not headed to the bus within 5 minutes, the driver will mark him/her as a no show.
- 48 hours' notice is required by veteran to schedule transportation.
- Veterans' Services reserves the right to find alternate transportation for veteran if driver is over-booked. Veteran will be notified ahead of time and alerted to change.
- Transportation is for medical appointments within Livingston County or to the Ann Arbor Veterans Hospital only.
- There are various appointment times and destinations. Expect to wait to accommodate others' appointments.
- Veterans may be required to wait up to **2 hours** at destination facility to allow for the pick-up and drop off of other passengers.
- Passengers must arrange any changes in the times or changes in pick-up points or destination with the Veterans' Services office.
- Any changes to appointment/driver schedules will be at the discretion of the driver and may not inconvenience other scheduled passengers.
- The routing of a Veterans' Services vehicle shall be determined solely by Veterans' Services drivers.

Veteran Conduct Expectations

- ALL passengers must provide either a copy of his or her DD-214/ID OR VA health care card. Veterans' Services will keep a copy for records.
- Veterans' Services passengers are required, at all times, to obey the orders, directions and instructions of the driver of said vehicle.
- Passengers shall not smoke, vape, eat or drink while on a Veterans' Services vehicles.
- Passengers shall not litter on a Veterans' Services vehicles.
- Passengers are required to remain seated with seat belt fastened while the Veterans' Services vehicle is in motion and may not change seats.
- Veterans' Services shall not be responsible for personal items that are lost or damaged on vehicles.
- The driver of a Veterans' Services vehicle shall assist passengers on and off the vehicle when requested, and also assist with small packages if needed. Items shall be less than 25 pounds.
- No firearms or other weapons are allowed.
- Passengers shall not use profanity while on a Veterans' Services vehicle.
- Passengers shall not play personal radios while on a Veterans' Services vehicle without ear phones.
- Veterans are required to sign and provide last four of social security number for VAMC travel office form if traveling to a VA facility.
- **It is illegal to collect travel pay from the VA while receiving transportation from Veterans' Services.**

If the need for passenger disciplinary actions shall arise, management will investigate any issues and determine actions necessary and notify the passenger, as well as the driver. Veterans' Services reserves the right to deny riding privileges for any reason at any time.

Printed Name: _____

Signature: _____ Date: _____



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Seat Belt Policy

Employees:

- All employees will be required to wear a seatbelt with a shoulder harness.
- A Veterans' Services employee utilizing the Veterans' Services Transportation as a passenger will be required to wear a seatbelt.

Passengers:

- All passengers are required to use the available securement systems provided to them in all Veterans' Services vehicles.
 - Any passenger refusing to utilize the securements provided to them will be asked to de-board.
- Any passenger utilizing a mobility device must allow the driver to secure the mobility device. Veterans' Services will not transport any mobility device that is not secured. The wheelchair securements attached from the floor of the van to the wheelchair provide protection to keep the wheelchair from moving during quick stops, turns or other driving maneuvers.
- It is the driver's responsibility to offer assistance to all passengers.



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Uniform/Dress/Personal Appearance Policy

The purpose of the Uniform/Dress/Appearance code is to display a professional image of Veterans' Services to our customers. Because the image of Veterans' Services transportation is so important, care should be taken as to where the uniform is worn when not on duty. The uniform is to be worn only by an employee on their scheduled work day. Whenever an employee is on duty, the required basic uniform and accessories are to be worn properly.

UNIFORM & DRESS POLICY

The transit uniform is to be worn neatly, which means it will be clean and pressed.

- Drivers are required to wear clean, pressed clothing. Jeans are allowed but must not have any tears, holes or excessive signs of wear. No faded/distressed styles permitted.
- Drivers may wear knee length shorts approved by management.
- Shoes must be in good repair and present a good appearance.
- No controversial logos or statements may be worn on clothing.

It is expected that employees leaving Veterans' Services employment will turn in uniforms issued.

PERSONAL APPEARANCE CODE

- All Veterans' Services employees must maintain a neat and clean appearance at all times.
- Apparel: Shall be neat, clean, pressed, of satisfactory fit and in good repair at all times.
- Persons: Individuals shall maintain a neat, clean personal appearance. Example: Hair, sideburns, mustaches, beards: shall be neat, clean, and combed to give an even and groomed appearance and worn in a manner that the vision of the operator is in no way obstructed, either from the front or sides.

It is your responsibility to be in proper uniform ready for work at your start time.



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Wheelchair Securement Policy

Upon loading a passenger in use of a wheelchair or mobility device a Driver shall:

- Utilize the Q'Straint securement system provide in the vehicle to secure the wheelchair
 - A minimum of 4 securement straps must be used for all wheelchairs.
- Place the wheelchair so the passenger is forward facing.
- Center the wheelchair between the floor tracks or securement plates.
- Apply the brakes (if possible) or ask the passenger to power down motorized wheelchairs.
- Attach the front straps:
 - Attach the securements to the floor, preferred 3-8 inches outside the front wheels
 - Attach the straps to the wheelchair as close to the seat cushion as possible, to a permanent part of the wheelchair.
 - Ideally there should be a 45-degree angle from floor to the wheelchair, thus providing side-to-side stability.
- Attach the rear straps:
 - Attach the securements to the floor just inside the rear wheels
 - Attach the straps as close to the seat cushion as possible, to a permanent part of the wheelchair.
 - There should be a 45-degree angle from floor to the wheelchair, thus providing front-to-back stability.
- Utilize the provided web loops to assist in the safe securement of any mobility device.
- No not permit any strap to interfere with the passenger footrest or conform around any part of the wheelchair. All straps shall have a clear load path from floor to wheelchair.
- Do not cross any securement straps or attach to the cross piece under the seat. This may place added stress or unequal load force on the wheelchair frame.
- Ensure all securements are properly attached and limit movement of an occupied wheelchair to no more than 1inch in any direction under normal vehicle operations.

Securing the Wheelchair Occupant:

Upon securing a wheelchair or mobility device, the Driver shall then:

- Utilize the lap and shoulder belt to secure the wheelchair occupant.
- Affix one end of the lap belt to the outer most rear retractor and bring it around the occupant to secure it to the inner most retractor.
 - Lap belts shall be tightened to sit low on the hips with the release button aisle side

- Affix the shoulder belt to the lap belt
 - Shoulder belt should sit comfortably over the shoulder and come from a point 6-12 inches above and behind the passenger.