

# **SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER**

## **POLICY AND PROCEDURE MANUAL**

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### **Policy 185 – Consumer Transportation**

#### **I. POLICY**

It is the policy of Southern Highlands Community Mental Health Center (SHCMHC) to consider the transportation needs of the individuals requesting services, especially when transportation problems are barriers to the least restrictive placement. As part of the Individual Program Plan (IPP), transportation needs shall be considered and may be provided through the use of community agencies, contract, or through SHCMHC.

#### **II. PERSONAL VEHICLES**

Southern Highlands has a limited number of vehicles that must be used for the day treatment and residential programs. Employees may be required to use their personal vehicles to transport consumers. When this occurs, the Center will reimburse the employee for mileage. When personal vehicles are used, the vehicle insurance for that vehicle is the primary carrier. Any individual who transports consumers in their personal vehicle must provide documentation that their vehicle is insured and has the state required coverage limits. If a department is assigned a center vehicle, this vehicle will be utilized for Center purposes/travel before personal vehicles are used. If the center vehicle is available and staff choose to use their personal vehicle for center purposes, staff will not be reimbursed mileage for the purpose of travel.

#### **III. PROCEDURES**

##### **A. Qualifications for Drivers and Aides**

1. Each driver shall have a valid driver's license and vehicle insurance upon employment and show proof of vehicle insurance upon renewal of insurance as required. The interviewer will collect driver's license, vehicle insurance, and complete an inspection form which includes vehicle license expiration date and inspection sticker expiration date and send the information to Human Resources.
2. Each employee will have a signed Habilitation/Support Staff Agreement in their personnel file (Attachment 1). This agreement will be reviewed with staff on an annual basis.

3. As part of the employee selection process, anyone applying for a driving position will be required to demonstrate his/her driving skills prior to transporting consumers. Program Coordinators/Directors, or their designees, are responsible for assuring that the driving exam is passed and form SH-36-B (Attachment 3) is completed before individuals are hired to transport consumers.
4. Driver education in regard to vehicle maintenance, safety procedures and vehicle operation will be provided by the coordinator or designee for all new drivers during the driving exam. Drivers must demonstrate an understanding of all required documentation and accompanying timelines prior to the end of their probationary period.
5. Upon employment, driving records will be investigated through state department of motor vehicles for new employees who transport consumers.

A satisfactory driving record is defined as follows:

- a. There shall be no suspensions or revocations of license during the immediate preceding twenty-four (24) calendar months, and
  - b. There shall be two (2) or less convictions for moving violations during the immediate preceding thirty-six (36) calendar months or one (1) conviction for moving violations during the immediate preceding twelve (12) calendar months.
6. Employees, who transport consumers, must also maintain a satisfactory driving record. Failure to maintain a satisfactory driving record will result in suspension of consumer transportation duties. Employees with less than satisfactory driving records will be referred to the Chief Executive Officer for disposition regarding continued employment.

Employees must also maintain a valid driver's license, vehicle insurance, and current vehicle inspection. Human Resources inputs this information into the computer and sets an "expiration" date which will notify Human Resources when the information expires. Human Resources will notify supervisors that current information is required. During the WV Cares registration, employee's driver's license is checked. Human Resources inputs the information into the computer and will complete a yearly driver's license check.

7. Driver records will be requested annually, or at the request of the Chief Executive Officer, for all employees who transport consumers or use Center vehicles during the performance of their jobs.
8. Any time a driver is involved in a vehicular accident while driving a Southern Highlands' vehicle, the authorities must be notified and a Vehicle Incident Report completed. After an accident, or report of inappropriate driving, a new Driver's Test may be administered if determined necessary by the Chief Executive Officer or designee. The Chief Executive Officer may, at his/her discretion, assign the Transportation Director the responsibility of re-administering the Driving Skills Exam and completing form SH-36-B, which must then be forwarded to Human Resources with a copy to the Chief Executive Officer.

Any two accidents by an employee, without regard to fault, within a 12-month period will result in a review by the Transportation Director to determine the employee's need for additional training, supervision and/or disciplinary action up to and including termination.

#### B. Safety Regulations

1. All motor vehicle laws will be strictly adhered to by all drivers including no hand held cell phone usage per West Virginia State law.
2. Vehicles will not be loaded beyond their capacity.
3. Staff will ensure that all vehicles are kept locked when not in use.
4. All persons must remain seated while the vehicle is in motion. All persons, including the driver, must wear approved vehicle equipped seat belts and other safety equipment as required to ensure safe transportation. Smoking is not permitted in vehicles.
5. Eating or drinking in vehicles prohibited.
6. Staff are responsible for keeping center vehicles clean inside. If vehicle needs detailing, please notify your supervisor immediately. The administrative supervisor will be responsible for checking to ensure the vehicles are staying clean.
7. Staff will complete a weekly report by the following Monday of each week by using the QR Code which will be installed on the dashboard of all

company vehicles Periodical vehicle inspections will be done by the Transportation Coordinator.

8. A daily cleaning log will be completed each morning for all 5310 vehicles in the assigned binder located in the vehicle. The QR code will have the cleaning log for all other vehicles (other than 5310).
9. Vehicles shall be equipped with appropriate safety and emergency equipment such as fire extinguishers, First Aid Kits, and jumper kits.
10. All staff driving agency vehicles will sign an acknowledgement of the Consumer Transportation Policy stating they have read and understand the policy.
11. Minimum consumer/staff ratio shall be one driver to the rated vehicle capacity except in situations when the individual consumer's needs require additional staff to assure consumer and/or staff safety.
12. Staff are **NEVER** to leave consumer unattended in the vehicle for any reason at any time.
13. To ensure the safety of all consumers that are transported, all drivers must submit to drug testing for the following situations:
  - a. Pre-Employment Testing – Before a driver can begin employment, the driver must pass a pre-employment drug test. Applicants and prospective employees should be informed about pre-employment drug testing. If a driver has been laid off or otherwise away from the job for more than 30 days, this driver must again pass a pre-employment drug test.
  - b. Reasonable Suspicion Testing – When a driver's behavior or performance shows signs of alcohol or drug use, the driver's supervisor must initiate reasonable suspicion testing (see Policy 231).
  - c. Post Accident Testing – Federal regulations require post-accident driver testing following an incident that results in loss of life or in which the driver is cited for a moving traffic violation.
  - d. Southern Highlands Drug Free Work Place Policy (231) shall apply to drivers testing positive for drugs or alcohol. A driver is not to consume alcohol and must have a B.A.C. (Blood Alcohol Level) of

0.00 before driving or performing any other safety-sensitive duty. A driver is not allowed to have alcohol, even in an unopened container, on the vehicle while driving or performing safety reviews as outlined by S.P.I.D.E.R. (Safety Planning Information Directed to Emergency Response) procedures.

14. Upon employment and before driver testing begins, this agency must inform employees of this written policy that details the need for testing, the types of tests that will be conducted, the steps to be taken in the event of positive test results and employer and employee rights and responsibilities pertaining to the testing program.
15. All staff members who supervise drivers must receive at least one hour of training on the recognition of drug and alcohol impairment and breath alcohol technician training so they can properly make reasonable suspicion determinations. Records must be maintained in the supervisor's training files showing that the training requirement was met. The Transportation Director will be responsible for insuring that this required training is provided to the identified supervisors.
16. A record will be maintained in the personnel or medical file of each driver that reflects the following:
  - a. Documentation associated with random, reasonable suspicion or post-accident testing.
  - b. Records of supervisor and breath alcohol technician training.
  - c. Annual summaries of testing programs.
  - d. Records of test results.
  - e. Employer's written drug and alcohol policies, signed by each employee.
17. Southern Highlands is responsible for all costs associated with the tests conducted by federally approved facilities and the Transportation Director will arrange for the screenings and appropriate documentation forwarded to Human Resources.

- C. Drivers shall be trained in the emergency procedures as follows:
1. CPR, Heimlich Maneuver, and First Aid every two (2) years. CPI training will be provided annually. PASS training will be provided every two years for employees who drive a Section 5310 vehicle. This training will be provided by certified PASS instructors.
  2. All staff providing transportation will be trained on the Transportation Policy at orientation or as needed.
  3. Drivers will be instructed on how to use highway safety equipment in case of vehicle breakdown or an emergency.
  4. A “Quick Reference to Accident/Incident Management Guidelines for Drivers” will be located in the three ring binder located on each SHCMHC vehicle (Attachment 11).
- D. Driver Responsibilities
1. Provide instructions and assistance to riders to exit the vehicle in the case of emergency. Supervisor must be notified of any accident.
  2. Remain on the scene of an accident to assist passengers, provide information, and notify the proper authorities. A center Adverse Incident Report form will be completed by the driver for all incidents or emergencies. The Chief Executive Officer, or designee, must be notified within twenty-four (24) hours of any accident involving minor property damage. The Chief Executive Officer, or designee, must be notified immediately of any accident involving injury, death or major property damage.
- E. Maintenance and safety schedules will be developed and implemented based on manufacturer’s recommendations for all new vehicles during the length of the warranty. Reports shall be filed with the Transportation Director.
- F. Drivers shall have the responsibility to report any perceived safety problem to their supervisor. The supervisor shall be responsible to notify the reported safety problem to the Transportation Director and to remove the vehicle from service until the problem can be investigated and resolved.
- G. All other vehicles will undergo a basic daily pre-trip safety and maintenance inspection. A more in depth inspection will be completed weekly. Reports will be filed with each site supervisor on a monthly basis.

- H. All vehicles will undergo a maintenance safety check every 3,000 miles. Reports will be filed with each site supervisor. Each site supervisor will maintain a current three ring binder to include the following forms if applicable: Mileage (Attachment 4) and Accident Reports (Attachment 8). Mileage sheets will be forwarded to the Transportation Coordinator by the 5<sup>th</sup> day of each month for the previous month. If any state vehicles (5310) are in use, all daily and monthly required paperwork will be forwarded to the Transportation Coordinator by the 5<sup>th</sup> day of each month for the previous month.
- I. A complete set of required documentation sheets is attached to this policy that adheres to the Division of Public Transit, West Virginia Department of Transportation Guidelines. The safety and maintenance system is called Safety Planning Information Directed to Emergency Response or S.P.I.D.E.R. All drivers are responsible for completion of all required documentation. Program Coordinators are responsible for ensuring that documentation is completed correctly and submitted in a timely manner. A copy of the S.P.I.D.E.R. manual can be accessed via SHCMHC intranet.
- J. Passenger Profile Sheets (Attachment 10) will be maintained for each consumer that is receiving transportation services. These sheets will contain identifying information as well as a current photo. Profile Sheets are to be kept in a three ring binder and on the vehicle while consumers are being transported. When the vehicle is not in use, the Profile Sheets are to be taken out of the vehicle and locked in a secure area.

Attachments:

1. Staff Habilitation Agreement
2. Reasonable Suspicion Checklist for Staff
3. Driving Skills Examination
4. Daily Pre-Trip Vehicle Inspection Sheet
5. Weekly Vehicle Inspection Sheet
6. Driver Accident Form
7. Passenger Profile Sheets
8. Quick Reference – Incident/Accident Management Guidelines for Drivers