



Asset Management/Safety Manual

Revised February 2023



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I. Purpose

The purpose of the Asset Management/Safety Manual is to ensure a workplace that is safe and well maintained. A safe and well-maintained work environment will allow staff the ability to better provide services to our clients.

II. Health and Safety

Corporate and Facility Health, Safety and Emergency Preparedness Committees

The safety of staff and clients is top priority. To ensure the effective flow of information and to create an atmosphere of awareness, a Safety Committee has been created for each facility owned by NHS. Each Facility Safety Committee shall consist of a Chair, a recorder of minutes, and representation from each program within the facility. Additionally, each Facility Safety Committee will:

1. Create a work environment within each facility that incorporates safety into daily routines.
2. Meet monthly and whenever needed in case of emergency.
3. Conduct and document monthly safety inspections of facility.
4. Conduct and document routine fire drills, disaster drills, medical drills, and active aggressor drills.
5. Prepare and maintain Standard Operating Procedures in case of utility failures.
6. To maintain well stocked first aid kits within the facility.
7. Provide minutes and any material needed for review to the chairs of both Corporate Safety and Program Committees.
8. Each facility will maintain a binder to be kept in the front office that can easily be accessed by the fire marshal. Each binder will contain:
 - a. Policies and Procedures
 - b. Minutes of monthly meetings
 - c. Occurrence/Accident Reports
 - d. Inspection Reports
 - e. Emergency Drill Reports

Consisting of Asset Manager and the Chairs of each Facility Safety Committee, the Corporate Safety Committee reviews the overall safety within the facilities and fleet for NHS. The Corporate Program Committee shall review health and safety issues having program components (pertaining to a program within a building). Both committees have the following responsibilities:

1. Meet at least quarterly to assure compliance with applicable Health, Safety and Emergency Preparedness Policies.
2. Review and update as needed, all agency policies and procedures pertaining to health, safety and emergency preparedness.
3. Work with facility safety committees and programs in planning and presenting appropriate safety and health-related trainings to staff and clients as needed.
4. Maintain written meeting minutes for record and use in compiling the annual corporate report.

5. Review at least quarterly, all written occurrence and incident reports to identify and document trends and patterns, and to take action as necessary to reduce risk factors. This review process will initiate with the Program Committee and involve the Safety Committee as requested or when facility-based issues are identified.
6. Report at least annually, the status of the Health and Safety of the Corporation by the Corporate Safety Committee to the Executive Management Team.
7. Corporate Safety Chair will take part in monthly site inspections conducted by Facility Safety Committees and ensure each facility binder is accessible and maintained.

Medical Emergencies

First Aid Stations

First aid stations, different from locations with First Aid kits, must be centrally located within the facility and easily accessible and identifiable. The location of the station will be included as part of the orientation for both the staff and clients.

The first aid station will be furnished with a cot or stretcher, and a stocked first aid cabinet. The contents of the first aid cabinet should include gauze, band-aids, etc., and is at the discretion of the Facility Safety Committee. Monitoring of first aid supplies will be the responsibility of the agency nurse.

An Occurrence Report will be created for any treatments in the first aid station and sent to department supervisor. The Occurrence Report can be found on the Portal.

This report will include:

- A. Name of client/staff receiving treatment
- B. Date and time
- C. Nature of complaint
- D. Treatment provided
- E. Cause or Prevention
- F. Staff member providing treatment

Medical Emergency Response Procedures

In the event of a medical emergency, the following steps will be taken to ensure prompt and appropriate action to remediate the situation.

- The first staff responding will assess the situation and determine what appropriate action should be taken.
- If the event is minor, the staff member will administer appropriate first aid, properly document the incident on an Occurrence Report form and advise their supervisor of the event and action taken. A copy of the Occurrence form will be sent to the Facility Safety Committee for inclusion and review during the monthly committee meeting.
- If the event is determined to be of a serious nature that requires action above basic first aid the primary staff on scene will:
 - Request additional staff assistance by paging a “Code Red” to summon any available First Aid/CPR trained staff to come the site of the injury.

- Assess if the injury/illness requires the parents/guardians to be contacted for appropriate action to remediate or if the individual should be transported by NHS staff to a medical facility or if EMT's should be requested.
- Take appropriate action determined by the assessment, make appropriate contacts to implement the action and document the incident in accordance with agency policies.
- At all time keep the injured party calm and reassured and maintain order during the event.

Following the event, the intervening staff will submit an occurrence report on the portal by the end of their work day.

Bio-Hazard and Chemical Response Procedures

In the event of a biological contamination event such as bodily fluids, contagious disease or insect infestation (i.e. lice, bed bugs, fleas), or if there is an exposure to hazardous chemicals, or a spill of these chemicals occurs, staff is required to respond immediately to the event and follow the appropriate procedures for such events.

a) Insect Infestation (i.e. Lice, Fleas, Bedbugs, etc.)

- Isolate the infested individual to contain the potential spread of the infestation.
- Have staff wear appropriate protective equipment while in contact with the infested person.
- Immediately notify management of the event.
- Notify Asset Manager in case pest control is needed.
- The infested person will be transported out of the facility as quickly as their caregiver can be notified and that person may not return without a written release from a physician or appropriate third party agent to verify that the infestation has been resolved.
- The spaces where the infested person has occupied will be professionally treated or cleaned in accordance with the directions of the pest control service provider or professional health providers.

b) Blood Borne Pathogen (BBP) or Infectious Disease Exposure Cleanup Procedures

- Isolate the area surrounding the spill to prevent potential contamination of other persons.
- Have the staff responsible for cleanup dress in the appropriate protective equipment for dealing with the contamination. Staff will have BBP kits available in all areas where clients are present, stocked in the First Aid cabinets and in all vehicles, both corporate and private, used for client transportation.
- In addition to the BBP protective wear the individual will have one gallon of bleach water and a red bio-hazard bag to properly sterilize the contaminated area and dispose of all material involved in the cleanup. One gallon containers with the recommended proportion of bleach are stored at designated locations within each facility so staff responsible for cleanup need only add water to the container to have the sterilizing solution.
- Once the cleanup is completed, the staff responsible will deposit the contaminated materials in the Bio-Hazard storage container located on a limited access space at the facility. These storage

bins are cleared each month by a certified bio-hazard removal vendor or on demand if a situation warrants.

- Staff is trained on proper BBP response annually as part of their in-service training requirements by a certified trainer.

c) Hazardous Chemical Incident Procedures

All staff will receive annual training on Haz-Com Unified Hazardous Communication regulations. The following elements will be included in that training on internal response to a spill or exposure.

- Identify the chemical to determine if there is a need to evacuate the area or facility using the Safety Data Sheet (SDS) to provide specific response requirements.
- If the incident is human exposure institute immediate medical aids in accordance with the requirements provided on the SDS sheets for that specific chemical and have professional medical treatment provided if warranted.
- Document any human exposure on an "Occurrence" report and route copies per agency procedures.
- Evacuate the space or facility if necessary.
- If evacuation is unnecessary clear the area surrounding the spill and remove the contamination in the manner indicated on the MSDS sheet for the specific chemical and properly dispose of the chemical and cleanup materials.
- SDS sheets will be maintained in the chemical storage area and in the front office of each facility to allow immediate access for a spill or of human exposure.
- NOTE: Janitorial service vendors are required to label and provide SDS sheets for any chemical they provide and store at an agency facility.

Emergency Incident Response Drills

All facilities will perform and document emergency response drills covering fire evacuation, weather emergencies, armed intruders, bomb threats, earthquake and facility evacuations at specified intervals throughout the year. The results of these drills are to be recorded on the "Emergency Drill Record" form and the facility safety committee will review results during their monthly meetings. Copies of the evaluation form will be included on the monthly facility safety report and in the facility safety record binder required for all facilities (see item 13 in Facility Safety Committee requirements under item II above)

- Fire Drill – Monthly
- Disaster Drill/Shelter in Place – Quarterly (Covers earthquake)
- Armed Intruder – At least quarterly
- Bomb Threat – Twice per year (for key staff only)

If the need arises for a facility evacuation, we have designated alternate shelter sites for each facility to protect clients and staff until arrangements are made to get them to their homes.

Armed Aggressor Drill Background

INTRODUCTION

The safety of our staff and clients is our top priority. While we hope never to have to confront an armed aggressor situation, it is important to prepare for if one occurs. The following is an outline of what we should look out for, and how to react if someone would want to do harm.

PROFILE OF AN ACTIVE SHOOTER

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good practices for coping with an active shooter situation:

- Be aware of your environment and any possible dangers
- Take note of the two nearest exits in any facility you visit
- If you can escape, exit fast.
- If you have to hide in an office, stay there and secure the door
- If you are in a hallway, and have to hide, get into a room and secure the door
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

CALL 911 WHEN IT IS SAFE TO DO SO!

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. **Evacuate:** If there is an accessible escape path, attempt to evacuate the premises. Be sure to:
 - Have an escape route and plan in mind
 - Evacuate regardless of whether others agree to follow
 - Leave your belongings behind
 - **Help New Hope clients and patients, if possible**
 - Prevent individuals from entering an area where the active shooter may be
 - Keep your hands visible
 - Follow the instructions of any police officers
 - Do not attempt to move wounded people
 - Call 911 when you are safe
2. **Hide:** If evacuation is not possible, find a place to hide where the active shooter is less likely to find you. Your hiding place should:
 - Be out of the active shooter's view

- Provide protection if shots are fired in your direction (i.e., an office with a closed and locked door)
- Not trap you or restrict your options for movement
- To prevent an active shooter from entering your hiding place:
 - Lock the door
 - Blockade the door with heavy furniture
 - If the active shooter is nearby:
- Lock the door
- Silence your cell phone and personal mobile devices
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet
- If evacuation and hiding out are not possible:
 - Remain calm
 - Dial 911, if possible, to alert police to the active shooter's location
 - If you cannot speak, leave the line open and allow the dispatcher to listen

3. Take action against the active shooter: As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:
- Acting as aggressively as possible against him/her
 - Throwing items and improvising weapons
 - Yelling
 - Committing to your actions

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four (4)
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information to provide to law enforcement or 911 operator

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter/s

- Number and type of weapons held by the shooter/s
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises. Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control, and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

COMMUNICATING AN ARMED AGRESSOR:

Communication can be chaotic while an armed aggressor incident is occurring. It is important that staff is notified in a way that does not add to the chaos already underway.

- For the Center, if the front office can make an announcement, the following will be announced once: 'ACTIVE SHOOTER; NOT A DRILL. ACTIVE SHOOTER; NOT A DRILL.'
- We will also be notifying staff via text and emails of basic information and to stay away from location.

EVACUTATION LOCATIONS:

- Center: Public Library (One block away)
 - 211 E Court Ave, Jeffersonville, IN 47130
- Commons: John Kenyon Eye Center (Across Wall Street)
 - 1305 Wall Street, Jeffersonville, IN 47130
- Gardner Place: Centra Credit Union
 - 281 North Gardner Street, Scottsburg, IN 47170
- Park Place: Clark Lodge
 - 303 East Park Place, Jeffersonville, IN 47130
- Satellite Offices: Plans are with building management or in formation

We will have a list of staff for each location that will be used to take attendance and provide to first responders. You are to stay at the location until advised by police.

Crisis Intervention Response (SCM Training)

Designated staff will be trained in Safe Crisis Management (SCM) techniques by SCM certified trainers at the time of employment, and recertified on an annual basis. Staff will train using the proper techniques for responding to behaviors of concern in the least restrictive manner and protect themselves and others from acting out individuals.

Designated service delivery staff will receive First Aid and CPR training completed by certified trainers upon hiring and refresher training will be completed as proscribed by regulations to maintain staff certification in those techniques.

Medication Administration and Control Training and Procedure

All designated service delivery staff will be trained upon hiring by certified trainers in the Core A & B requirements for the dispensing and secure storage of medication in accordance with state regulations and guidelines. Annual retraining will be conducted to maintain staff proficiency and competence.

Staff Policy and Procedures Training

Staff for all agency programs will be provided with training covering New Hope Policy and Procedures. This training can be incorporated with program staff meetings and is conducted by the Assets Manager or the program's manager using the current Asset Management and Safety manual.

Emergency Preparedness Plan

In the event of a catastrophic event such as a tornado, flood or fire that prevent the normal delivery of services to our clients New Hope Services, Inc. will implement their Emergency Preparedness Plan to re-establish services for clients as swiftly and decisively as possible. This plan is designed to provide the staff of any or all programs or facilities the tools to resume services quickly and efficiently and minimize the disruption of programming to our clients.

Declaring an Emergency and Implementing the Plan

When an event occurs, an Emergency Preparedness Plan (EPP) may be set into motion by the President/CEO or the Chief Financial Officer. In the event that one of these officers cannot be contacted, the VP/Director of Human Resources may implement the plan. In the rare circumstance where none of these corporate officers can be contacted, the plan may be set into motion by the Asset Manager.

Emergency Preparedness Plan Overview

Once the emergency is declared, the Executive Management Team will designate a staff member as the Recovery Team Leader. This designated staff member will be responsible for the following.

- Establish the Emergency Response site from which the crisis will be managed.
- Contact the key staff that will be directly responsible for implementing recovery tasks. The Recovery Team will include the Asset Manager, an Information Technology representative, and any maintenance personnel deemed appropriate plus all program staff as the event warrants.
- Develop a recovery plan, in concert with the recovery team members, with timelines and assigned duties for each recovery team member.
- Provide the recovery plan to the Executive Management Team and follow up at regular intervals on the progress and execution of the plan.
- Recovery Team members will contact the key staff they will need to implement the recovery plan and provide documentation of their groups activities and provide progress reports to the Recovery Team Leader on the schedule determined in the initial plan.
- Recovery Team members will communicate their group's needs for materials or external supports to the Recovery Team Leaders as they progress through the recovery process. Basic needs for materials and

support will be established in the initial recovery Plan but may be modified as the unfolding situation requires. The staff and the initial plan must remain flexible as the recovery moves forward based on new and updated information.

- All plan changes will be approved through the Recovery Team Leader and the Recovery Team Leader will be the communications link between the Executive Management Team and the Recovery Team members.

Following the completion of any crisis recovery event there will be a formal review of the process involving the Executive Management Team, Recovery Team Leader and the members of the Recovery Team to perform a post-mortem of the process and determine how to improve or strengthen the process for future event responses.

III. ACCESSIBILITY

Facility Accessibility

All NHS owned or operated facilities are designed and maintained in accordance with the requirements of the American with Disabilities Act and are regularly inspected to ensure compliance.

- A. All construction or renovation projects are designed to meet the requirements of the ADA and follow all federal, state and local codes pertaining to accessibility.
- B. Fleet vehicles
- C. The agency provides clients and employees with reasonable accommodations regarding accessibility per request by either the HR department for employees or by request from a client program manager

Program Accessibility

NHS seeks to provide opportunities for clients to achieve their greatest level of economic and personal independence. This is achieved by creating programs that eliminate attitudinal barriers and build capacity with clients. All programs are based upon the concept of client choice and reflected in the client's individualized program plans to provide the greatest opportunity for personal and social development. All efforts are designed to meet, or exceed, the requirements of federal, state and local regulations for program accessibility.

NHS works to maintain a close and productive relationship with all client referral agencies in order to meet the needs of those individuals served in our programs. These relationships provide ongoing evaluation of all programs and services to ensure they encompass open, accessible and viable services possibilities within the scope of our corporate mission and vision.

Additionally:

1. New Hope Services, Inc. provides opportunities to our clients to volunteer and interact within the community beyond the basic work or day service programs.
2. NHS staff also strive to eliminate attitudinal barriers through community outreach and involvement.
3. NHS provides ongoing training regarding our clients and stakeholders. This is done through internal and external education.
4. New Hope Services, Inc. promotes hiring and recruitment of staff and governing body membership based solely upon merit and ability with no restrictions based upon disability.
5. There are opportunities for clients to communicate with governing bodies and document grievances.
 - a. A member of the Board of Directors also sits on the client Council.
 - b. Client and staff grievance procedures can be found in the **Employee Handbook** and the Ability Service **Client Grievance Policy**.

Transportation Accessibility

The agency maintains a fleet of vehicles to provide client transportation with several equipped to provide access to clients with mobility impairments. A copy of the agency's Title VI plan can be found on the website. The agency also utilizes, wherever available, public transit as a means of client transportation and works with public transit and para-transit providers to assist and educate clients on how to access said transportation. Further information can be found in the Transportation section of the manual.

Communications

New Hope strives to provide information to all staff, clients and stakeholders through a wide range of media. As stakeholders access information in various ways, NHS communicates via:

- www.newhopeservices.org
- Newsletters
- client meetings
- e-mail blasts
- Social media
- Print materials
- Community engagement and trainings
- Other ways that can be reasonably accommodated

Identification of Areas for Improvement

New Hope strives to improve accessibility for all its facilities and programs. In order to identify and implement changes, NHS seeks input through the following:

- Program evaluations
- Staff and client surveys
- Standing committees that cover issues of accessibility
- An annual accessibility survey/inspection
- Third party evaluations when needed

IV. Facility Maintenance/Storage

The Maintenance of NHS facilities are vital to ensure an optimal work environment. Through preventive and corrective maintenance, NHS aims to have facilities that are clean, organized, and responsive to the staff.

Preventative Maintenance

Bidding Contracts:

New Hope Services, Inc. competitively bids for maintenance services. The Asset Manager will release a Request for Proposal (RFP) for vendors. Unless extenuating circumstances arise, three (3) quotes should be collected. The RFP calendar is:

- February: Lawn Mowing
- September: Snow/Ice Removal
- November: Janitorial Services
- November: Pest Control

Special Projects over \$1,500 must be bid out with an RFP process, and approved by President/CEO. Such projects may include, but not limited to, office renovations, roof repairs, and other construction projects.

Facility equipment: Serviceable equipment should have regular scheduled maintenance to ensure longevity of asset. Maintenance schedule should be accessible to Facility Team and the Asset Manager.

Fleet Vehicles: New Hope owned vehicles are on a 12-week or 7,000 miles (whichever occurs first) preventive maintenance schedule for oil change, lubrication, and the inspection of the filters, tires, windows, lighting, turn and emergency signals, wipers and suspension and undercarriage. Drivers are required to perform a pre and post-trip visual inspection of any vehicle they operate. Staff drivers will ensure the general cleanliness of vehicles and will report any instance when professional cleaning is necessary. More information can be found in the Fleet section of this manual.

Facility Inspections:

Monthly inspections will be conducted in each facility covered in the Health and Safety portion of this policy. In addition to recording health and safety issues, maintenance issues will be reported for correction.

Maintenance Requests

New Hope facilities are maintained by a trained staff that handles issues arising from general use of the facilities and fleet.

For non-emergency requests:

- Staff is asked submit a 'Maintenance Request Form' that can be found on the Employee Portal.
- Once submitted, the request will be assigned for completion
- Requests should be completed within 10 business days
 - If a request should last longer than 10 days, the Asset Manager will ensure communication of issue and possible outcomes with requestor.
- Maintenance staff are the only people to hang or affix items on walls. Staff should submit a maintenance request for these items.

For emergency requests:

- Staff is asked to submit a 'Maintenance Request Form.'
- Immediately after submitting request, email the Asset Manager indicating the emergency
- Once received, the facility team will take necessary steps to rectify the issue.

For any special projects:

- Staff is asked to submit a 'Maintenance Request Form.'
- The Asset Manager will submit a request (that includes a budget and timeline) to Management.
- If approved, the Asset Manager will assign, or bid out, the project for completion.

Follow Up/Post Completion:

- Assigned staff will document corrective action and amount of time spent on the issue.
- Asset Manager will run regular reports and analyze trends and requested data.

Assets and Storage/Archives:

Fixed Assets:

Having an accurate fixed asset list is important to New Hope Services, Inc. It allows the agency to better manage what it owns, and in case of an emergency, it reflects the depreciated value of items for insurance purposes.

Any purchase or acquisition of a property, facility or the acquisition of any piece of equipment whose original purchase value was at or above \$500.00 or, in the opinion of the management staff a piece of less than \$500.00 original purchase price, is to be recorded as a fixed asset. The fixed asset register is managed by the Asset Manager in conjunction with the Controller and IT Staff. Each asset will be assigned a number, and its value will be recorded in the register via the Fixed Asset Inventory Card Form.

When a fixed asset is deemed to be unserviceable and is to be disposed, the Asset Manager must be notified via the Fixed Asset Inventory Card Disposal Form so that the item can be retired from the master inventory. Both of the above mentioned forms are accessible on the V Drive.

Storage/Archives:

Any items that are to be placed into, or removed from, an agency shared storage facility must be authorized by the Asset Manager and the requesting staff's supervisor. Requests may be made through the portal and approved by the Asset Manager before action is taken.

V. FLEET

General Requirements

- All staff are required to have a valid driver's license.
 - A copy of their license must be on file with HR.
- All staff must pass a background check
- Any person that operates an agency vehicle or transports passengers via their personal vehicle, must report any moving violation they receive or any restriction, or suspension of their operator's license, to their supervisor.
 - Both HR and the Assets Manager must be made aware of this to determine if the individual may be allowed to continue operating a vehicle for the agency.

Vehicle Acquisition Procedures for New Hope Center

In order to access a fleet vehicle, staff will need to sign out the vehicle for the date and time they require. This is done by the following steps:

1. Contact the Receptionist and reserve the vehicle, or size of vehicle required for the date and time needed or log onto the Volume 1 drive of the New Hope server, open the "**Ability Services Shared**" folder and then open the "**Vehicle Schedule**" file. *Only designated managers may reserve vehicles for their employees but all employees may view the schedules.*
2. Using the InTouch software at the computer workstation in the Front Office, Staff should drag their name onto the vehicle they are checking out.
3. Staff will pick up the corresponding clipboard that includes keys to the vehicle, the vehicle log and necessary documents.
4. Before entering the vehicle, the driver will perform a visual inspection of the vehicle. By initialing the utilization record, the driver acknowledges that the vehicle is in safe operating condition.
5. Return the vehicle to the vehicle lot and perform another sight inspection.
6. Bring back the keys and clipboard to the Front Office. Using the InTouch software, the driver will remove their name from the vehicle
7. The driver is to note any problems with the vehicle in the comments section of the utilization log and make the receptionist aware of these problems upon return of the vehicle's keys.
8. No vehicle may be kept by staff overnight at a private residence without the prior approval of a member of the Executive Management Team.

The Asset Manager will ensure regular spot inspections of the vehicles are performed. Based on the post trip inspection data, the driver's department will be charged for the use of the vehicle (at the described per mile rate) and for any cleaning beyond the normal post-trip cleaning, or for damage repairs that may be required. The driver is welcome to observe this inspection but not required to do so. *Drivers must report any damage or possible mechanical problems via the portal!*

Staff Expectations of Vehicle

At the time a vehicle is signed out to a driver, they may reasonably expect the following:

1. The vehicle shall be clean and free of trash.
2. The vehicle will have adequate fuel to complete the trip for which the vehicle was reserved.
3. The vehicle will contain all necessary legal documents (insurance card and registration).
4. The vehicle will contain all necessary safety equipment.
5. The vehicle will be in sound mechanical condition to allow for safe and reasonable operation.

Idling and Speeding Policy for all Agency Vehicles

All New Hope agency vehicles are equipped with GPS systems that track the vehicles location, speed, and idling times as well as other pertinent data. For the purposes of safety, economy, and agency liability, this information is checked throughout the day by management staff. Any events outside the limits listed below will be sent to the driver's supervisor or to Executive Management for explanation. Potential disciplinary action will take place as deemed necessary in accordance with the listed agency guidelines. These policies are as follows.

- **Idling**
 - No vehicle should idle for more than 10 minutes.
 - Any incident exceeding that 10 minute time frame will require a valid explanation to the driver's supervisor.
 - Any idle time in excess of 20 minutes will be reviewed by senior management and justification will be required to Executive Management.
 - Idling events that cannot be reasonably justified may result in appropriate disciplinary actions ranging from verbal warnings to possible termination as deemed appropriate for the particular violation.
- **Speeding**
 - Any speeds reported in excess of 5 miles per hour above the posted speed limit for the area in which the vehicle is operated is not acceptable. The GPS trackers provide the reviewers with not just the vehicle's speed but the posted speed limit relative to the vehicle's location at any given time.
 - Any incident of speeds in excess of the 5 MPH overage will require explanation to the employee's supervisor.
 - Any speeds in excess of 10 MPH above the posted limit will require explanation to the employee's supervisor and review by senior management.
 - Incidents of 15 MPH above the posted speed limit will be reviewed by members of senior management.
 - Speeding events that cannot be reasonably justified may result in appropriate disciplinary actions ranging from verbal warnings to possible termination as deemed appropriate for the particular violation.

Disability Placards for Vehicles

Disability Parking Placards will be placed in every fleet vehicle used for client transportation. These placards will be hung from the interior rear view mirror and these placards are not to be removed by any staff for any reason unless directed by the Asset Manager or a member of the EMT. It is the responsibility of the driver to ensure there is a placard and to report any missing placards to the Asset Manager.

There will be unassigned placards available for staff that may have need of a Disability Parking Placard to transport clients on their personal vehicle and these may be requested via email from the Asset Manager on a case by case basis.

Safety and Health Concerns

To promote the safety and health of agency's passengers we require that certain procedures be followed at all times. These include:

- No Smoking, vaping, or use of smokeless tobacco in any corporate vehicle at any time.
- No food or drink is to be consumed in the vehicles.
- No glass containers are permitted in the vehicles.
- No items producing an open flame will be used in the vehicle.
- Seatbelts will be used at all times and without exception for the driver and passengers.
- The driver of a vehicle should have a copy of the **Passenger Data Form** on each passenger in the vehicle during a trip including one containing the driver's information in case the driver needs emergency aid and is not able to communicate.
- Drivers will not use cell phones at any time while the vehicle is in motion. If the cell phone must be used the driver is required to stop the vehicle in a safe place and answer or make a call or respond to a text or email message.
- Drivers of agency vehicles and those transporting clients via personal vehicles must have a working cell phone to allow for emergency communication while on duty.
- No body parts or other objects will be extended outside the vehicle.
- No weapons of any kind are permitted in the vehicle at any time.
- No drugs or alcohol are permitted in any vehicle at any time with the exception of prescription drugs that are listed and controlled under the existing agency medication administration policy.
- Extraneous or non-essential items will not be allowed in the vehicles as they present an unnecessary hazard and a potential delay in evacuation of the vehicle in an emergency. Items other than coats, jackets, purses and/or lunch containers will require prior permission from the driver and must be stored behind the rear seat or the vehicle's trunk.
- Any driver that services a regular daily route must complete a vehicle evacuation drill once during each calendar quarter and submit the appropriate report of the drill to the Facility Safety Committee and to the Asset Manager.
- Drivers will visually inspect every seat in the vehicle whenever the passengers vacate to ensure that no one is left on board at the termination of a trip.
- The vehicles insurance card' registration and PPE Kit are stored in the vehicle's clipboard and will remain there unless access is required for a legal reason or in the event of an accident.
- A driver's supervisor or the Asset Manager should be notified promptly if any items from the first aid or PPE kits are used so that they may be replaced.
- All vehicles will be serviced every 7,000 miles or 12 weeks whichever occurs first. This does not pertain to the New Hope Industry's truck as it has a different maintenance cycle.
- If you transport clients in your personal vehicle you are required to have a first aid kit and PPE kit in your vehicle. These are available at the front desk.

Use of personal Vehicles for Agency Business

Any staff using their personal vehicle to transport clients must comply with the following and have copies of this information in their personnel file:

- A copy of their valid driver's license.
- Proof of liability insurance in the amounts of \$100,000.00 per passenger and \$300,000.00 per occurrence.
- Upon renewal of insurance and/or driver's license a copy of the renewal must be given to Human Resources for the personnel file.

Staff is also required to ensure that their vehicles are kept in safe condition for transporting clients including the possession of a Personal Protective Equipment kit and a First Aid kit in the vehicle. These can be obtained from the Asset Manager at any time. The employee's supervisor and/or the Asset Manager will inspect all personal vehicles that will be used to transport agency clients at the time of a new hire, when a new vehicle is purchased by the employee or annually in the case of vehicles kept for more than 12 months by the staff.

Personal Use of an Agency Vehicle

Personal use of an agency vehicle is strictly forbidden without the written permission of the President/CEO or a Senior Vice President of the agency. There are no exceptions.

Basic Dos and Don'ts

Here are some general DOs and DON'Ts that make life easier and safer in the day-to-day operations of the programs.

DOs:

- Report any and all accidents to the police and have an accident report done. All accidents will also be reported to the Asset Manager, your supervisor and an internal written report will be completed within 24 hours of the accident on a "**Vehicle Accident Report**" form.
- Check the tires, window glass and body of the vehicle for damage before you take it out of the lot or you leave a site in the community as per the **Vehicle Post-Trip Master Checklist** on the back of each vehicle's clipboard.
- Make sure that all gas tickets are submitted for processing.
- Check the fuel gauge when you make a trip so you don't get caught short.
- Fuel the vehicle if it is at or below ½ tank when you complete your trip, or advise the Receptionist if you are not able to fill the tank.
- Replace the wheelchair tie-down equipment into the storage bags and place the bag in the rear of the mini-vans, or in the storage compartment of the lift-equipped hi-tops, when you are finished with the vehicle.
- Turn off the air conditioning and heat before you leave a vehicle. If this is not done, it creates undue wear on the air conditioning compressor and reduces the efficiency and life of the unit.

DON'Ts:

- Do not leave any interior lights on when you leave the vehicle. It runs down the battery and can cost \$50-\$100 to find and correct the problem and we lose billable time while the vehicle is down.
- Do not smoke in an agency vehicle.
- Do not leave an unattended vehicle running.
- Do not leave personal items in the vehicle.

Accident Procedures:

These are some general rules to follow in case of an accident.

- Make sure that the passengers are safe and properly cared for.
- Call your supervisor or Asset Manager immediately. They will come to the scene to assist you if necessary.
- Never make a statement to anyone other than law enforcement personnel investigating the accident and never volunteer any information.
- Never admit any guilt/responsibility. Just answer direct questions in the briefest way possible but be totally honest in your answers.
- Always contact the police when there is an accident so that there is a police report. Even if the other party leaves the scene you stay and see that the official report is done. This will prevent the possibility of avoidable litigation against you and the agency.
- Be sure that you get the name, address, license plate number, operator's license number, insurance carrier, policy number and the telephone number of the other driver involved in any accident and the name and telephone number of any witnesses if possible.
- Be sure that you keep the **Passenger Data Forms** on your passengers with you in case they are needed by police or EMS personnel.
- Our insurance provider will be contacted on any accident where a police report is filed to ensure that all legal documentation is processed for the agency and the agency's driver involved.
- The Supervisor or Asset Manager will complete an accident report form that is located on the portal. That includes fleet vehicles and personal vehicles being used for work purposes.

It shall be clearly understood by all staff operating an agency vehicle, or providing transportation to an agency client on a private vehicle, that any accident that is determined to be the fault of the staff member will result in, at minimum, a mandatory written reprimand and may, based upon the judgment of individual's supervisor, result in termination of employment. Employees may be sent for a "for cause/post incident" evaluation if they cause an accident which results in injury to themselves or others which requires medical attention beyond first aid and/or if they cause property damage in excess of \$500.

Forms and Documentation

All forms that are required by the Transportation Department are necessary and required. The information on the forms is mandatory for tracking the use of the vehicles, properly assigning costs for the vehicles and meeting the requirements of federal, state and/or grants reporting regulations. These forms must be completed in full and there can be no blanks. If the report asks for information that does not apply or there was no activity during the week then the blank must be filled with "N/A (not applicable)" or a zero. The forms are attached in the "**Forms**" section of this document and/or are available on the intranet.

ADA and Miscellaneous Compliance Requirements

All agency vehicles and drivers meet the requirements of the Americans with Disabilities Act and any associated federal, state or local laws and ordinances. Compliance has been verified through regular certification of the agency's programs through CARF. A Title VI Placard will also be in every fleet vehicle.

Drivers will allow passengers to board with medically required oxygen equipment provided it is reasonably portable and the equipment can be safely secured so as not to present a hazard to other passengers during the operation of the vehicle. Service pets will also be transported provided they are properly controlled by their owner and they do not present a hazard to the passengers or the operation of the vehicle.

Passengers are allowed to have a personal assistant ride with them provided we have received the documentation of need prior to the individual being scheduled for transportation services.

Preventive Maintenance and Safety/Mechanical Inspections

All vehicles are on a scheduled maintenance cycle of 12 weeks or 7,000 of travel. This preventive maintenance includes an oil change, filter replacement and the inspection of tires, brakes, belts, hoses, lighting and the vehicle's undercarriage and exhaust. Fleet management software alerts designated staff when the 12-week preventative maintenance is needed.

Vehicles that are seldom used, but may be needed as backup vehicles, must be driven at least 10 miles per week in order to prevent damage and to ensure proper operating condition when needed for service.

FORMS

1. Weekly Vehicle Utilization Log

<V:\Human Resources Shared\Manuals\Asset Management & Safety Manual 2022\Weekly Vehicle Utilization Log.pdf>

2. Vehicle Pre-trip Master Checklist

<V:\Human Resources Shared\Manuals\Asset Management & Safety Manual 2022\Vehicle Pre-Post Trip Visual Checklist.pdf>

3. Gas Ticket Submission Form

<V:\Human Resources Shared\Manuals\Asset Management & Safety Manual 2022\Gas Receipt Submission Form.pdf>

4. Vehicle Maintenance Inspection

<V:\Human Resources Shared\Manuals\Asset Management & Safety Manual 2022\Vehicle Maintenance Inspection.pdf>