



LIFEDesigns' Driver's Manual

MANAGEMENT COMMITMENT & INVOLVEMENT POLICY STATEMENT

LIFEDesigns management is committed to providing all employees with a safe workplace free of all recognized hazards. It is the policy of LIFEDesigns that all employees report unsafe conditions and refrain from any motor vehicle related tasks that appear to be unsafe. Employees must report all incidents, injuries, and unsafe conditions to their supervisor. No such report will result in retaliation, penalty, or other disincentive.

Employee recommendations to improve motor vehicle operations will be considered by our Executive Leadership Team. The Team will give top priority to and provide the financial resources for the correction of unsafe conditions. Additionally, LIFEDesigns will take disciplinary action against any employee who willfully or repeatedly violates safety rules. This action may include verbal or written reprimands and may ultimately result in termination of employment.

The primary responsibility for the coordination, implementation, and maintenance of our fleet safety program has been assigned to:

LIFEDESIGNS FLEET MANAGER:

NAME:	Vern Hageman, Bloomington Office Manager
TELEPHONE #	800-875-9615 Extension 201

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1.9 Vehicle Use

Purpose: LifeDesigns, Inc. will ensure that agency vehicles are safe and that staff who operate vehicles are trained and safe drivers.

Effective date: August 2001; Revised July 2007; revised September 2008; revised April 2009; revised January 2012

Procedures:

1. LifeDesigns, Inc. will provide staff with training to safely operate agency vehicles and inform them regarding emergency procedures.
2. Only staff with specialized training will operate lift equipped vehicles.
3. Staff will review safety, maintenance, and cleaning requirements each time they check out a vehicle or at least annually for group home staff.
4. LifeDesigns, Inc. will maintain agency vehicles by obtaining quarterly checks of all systems from a qualified mechanic.
5. Staff responsible for vehicle maintenance will maintain a log of vehicle checks and service dates.
6. Staff using LifeDesigns, Inc.' vehicles must provide a working phone number
7. Any staff violating vehicle use policies or procedures will be subject to discipline. Staff with repeated (three or more) violations will not be able to drive agency vehicles.
8. LifeDesigns, Inc. vehicles are not available for personal use.
9. Any staff that provides transportation to customers must have a current, unrestricted license at all times.
 - a. Any staff member who has driving as an essential duty of their position, must maintain and present a valid driver's license and an acceptable motor vehicle report at all times. Failure to do so will be subject to disciplinary action up to and including dismissal.
 - b. Staff who commit a moving traffic violation (as determined by law officer) while operating an LifeDesigns, Inc. vehicle or transporting individuals will be subject to disciplinary action up to and including dismissal dependent upon the seriousness of the offense.
 - c. Staff who are convicted of driving under the influence of alcohol or drugs will be subject to dismissal.
 - d. Staff who receive restrictions or points against their license must report them immediately to their supervisor and the Human Resource Department.
10. All staff that provide transportation in personal vehicles will provide proof of adequate auto insurance.
11. Staff transporting customers will be current in first aid and cardiopulmonary resuscitation certification.
12. All LifeDesigns, Inc. provided vehicles will be equipped with the following:
 - a. Fire suppression equipment
 - b. Warning triangles/road flares
 - c. Communication device
 - d. First Aid & PPE Kits
 - e. emergency information in case of driver/employee incapacitation
 - f. Emergency procedures
 - g. Proof of Insurance
 - h. Driver's Manual
 - i. Seat Belt Cutter on Visor
13. All passengers in LifeDesigns, Inc. vehicles or those in a staff's vehicle while transporting a customer must wear seat belts and chest strap.
 - a. No vehicle is to move until all are belted
 - b. A staff member who operates an LifeDesigns, Inc.' vehicle or transports an individual without using seat belts will be subject to disciplinary action up to and including dismissal dependent upon the seriousness of the offense.
14. The safety of the individuals LifeDesigns, Inc. serves is paramount. Staff who jeopardize that safety in any way will be subject to discipline. Specifically:
 - a. Staff reported to be driving unsafely while transporting customers will be subject to dismissal.
 - b. Staff who leave customers alone in a vehicle may be disciplined up to and including dismissal.

- c. Staff are not permitted to use cell phones or other electronic devices while driving with customers (added April 2009).
- 15. Staff should pullover and request assistance whenever they feel it is unsafe to continue driving because of a vehicle malfunction, customer actions, or other conditions.
- 16. LifeDesigns, Inc. will provide information in vehicles about what to do in case a driver is incapacitated.

For Agency owned/operated vehicles only:

Vehicle Maintenance and Repairs

The Network Director assigned to a group home where an agency vehicle is stationed or the Office Manager or Chief Operating Officer are responsible for ensuring vehicles are properly maintained, and properly insured at all times.

Use of Gasoline:

1. It is important to keep with one kind of gas (alcohol or non-alcohol). Check to see what kind of gas you are using and make a note so that when you travel you can get the same kind. Gas with some alcohol is recommended.
2. Always keep 1/4 tank of gas in the vehicle at all times. If you are running the last trip of the day and have less than 1/4 tank, fill it up before returning home or when returning the office van.
3. Purchases: Gasoline can be purchased at the following locations and charged to LIFEDesigns. Receipts should be placed in plastic sheet protector at the back of the binder.
 - i. Winslow Marathon (corner of Winslow and Walnut)
 - ii. Lewis Service Station in Spencer
 - iii. Speedway Gas Center in Bedford
 - iv. Locations authorized by Network Director

Oil Changes and Check-Ups

1. Oil Changes and Check-Ups will be done every 3,000 miles or bi-monthly. Staff driving company vehicles should inform the Office Manager when change is needed.
 - i. What – Oil and filter change, fluids, brakes, etc.
 - ii. Where – Winslow Marathon or authorized location, check with Network Director
 - iii. Log on vehicle maintenance form

Cleaning

1. Cleaning: Each driver should remove and dispose of trash at the end of each trip. Monthly the vehicle is to be cleaned on the interior and exterior. Cleaning should be logged on the maintenance log.
 - i. When – Wash Exterior 1st and 3rd weekend of month (above 45 degrees); Vacuum and Dust Interior 2nd and 4th weekend
 - ii. Drive-thru (cost=cheap as possible)
 - iii. Log – on maintenance form

Repairs and maintenance

For LIFEDesigns vehicles at the home office, needed repairs should be reported in writing to the Office Manager who will arrange for their completion.

- Vans can be taken to Winslow Road Marathon or other authorized locations per the Office Manager.
- If you are traveling out of town and have a problem, pull into the nearest repair shop and contact the office or emergency pager for payment LIFEDesigns.
- Turn the customer copy of the work order into the office within 3 days.
- Log repair on vehicle maintenance form

The following parts and accessories must be covered on routine inspection:

- Brakes
- Parking brake
- Lighting devices and reflectors
- Tires (wheels and rims)
- Windshield wipers
- Mirrors
- Emergency equipment

Network Directors assigned vehicles will set up a file on each vehicle. This file will be monitored quarterly by the Chief Operating Officer. The file contains:

- Identification of the vehicle, including:
 - Company number
 - Make
 - Serial Number
 - Year
 - Tire size
- Maintenance and Repairs

Personal use

Personal use of company vehicles is not permitted. Family members or friends are not permitted to operate company owned vehicles at any time.

Safety equipment

All LIFEDesigns vehicles will be equipped with the following safety equipment. Network Directors assigned to group homes and vehicles stationed there are responsible to keep the equipment completed and in working order.

- First aid kit.
- Fire suppression equipment.
- Road hazard/ warning signs.
- A communication device.

Training and Driver evaluation

LIFEDesigns will provide drivers of vehicles with training. Trainers are experienced drivers who must have reviewed all safety related material! They will be familiar with the training checklist and complete an evaluation of the driver before the driver is able to drive agency vehicles independently. Trainers will...

1. Review Goals – Both individual and company
2. Don't take anyone's level of knowledge for granted
3. Be honest, but don't berate trainees
4. Use constructive criticism
5. Maintain a positive attitude
6. Relate to trainees defensive driving techniques
7. Review at fault vs. defensive driving (accident prevention)

Non-owned Vehicles

LIFEDesigns drivers who use their personal vehicles to transport customers are expected to comply with all agency driving policies and procedures. Safe driving, well maintained vehicles, and an appropriate level of insurance coverage are essential. Vehicle safety kits are required at all times when customers are being transported. LIFEDesigns will supply the vehicle kits, but staff are responsible for keeping them stocked through supplies available at the main office. The vehicle kits should contain at least the following and are the property of LIFEDesigns:

- First Aid Kit.
- Fire suppression device.
- Road hazard/ warning signs.
- A communication device.

SAFETY GUIDANCE FOR HANDLING ROADSIDE EMERGENCIES

AAA, which is North America's largest motor club and annually responds to more than 30 million calls from motorists with vehicle trouble, recommends the following steps be taken before seeking assistance or going for help:

- **Always note your vehicle's location** – Be aware of landmarks, street name, including cross streets, specific addresses and highway numbers and exits. This information is important when summoning assistance, or confirming your location to an operator.
- **Assess Your Vehicle's Operating Problem** – Watch for warning lights on the instrument panel and listen for odd noises, or a change in vehicle handling characteristics. Check the fuel, temperature and oil pressure gauges. Any information you can provide about what might be wrong with your vehicle will assist an emergency road service operator in sending the right equipment.
- **Pull Off the Road** – Immediately switch on the safety/emergency flashers. On most roads, pull on to the far right shoulder as far as possible. If your vehicle has lost power in the roadway, set the emergency brake and place flares or warning triangles well behind the vehicle -- while being extremely careful of other traffic. If you or your vehicle could be struck by traffic, leave your vehicle for a place of safety. Do not risk injury by pushing your vehicle to a safe location, unless competently assisted by others.
- **Alert Other Motorists** -- In addition to using emergency flashers or flares, raise your vehicle's hood and tie a brightly colored handkerchief or scarf to the antenna or door handle to signal the need for assistance.

After a you have made every effort to ensure safety for him or herself, fellow passengers and other traffic:

- **Communicate the Situation** – Call the Residential Supervisor or SLS emergency pager for help. If using a wireless phone, make the call from inside your vehicle, if this is the safest place and a cellular telephone is available. Carefully leave the vehicle to make the call, if it is not safe to remain in the vehicle.
- **Remain With the Vehicle** – Generally, it is safest to remain with the vehicle until help arrives. If a cellular telephone is not available – or it is not operable -- do not accept a ride from a stranger. Instead, carefully walk to a nearby public phone, get the attention of a law enforcement officer or ask another motorist to make a call for you.

- **What to Expect from Emergency Road Service** – Road service providers can usually provide gasoline, attempt to change a tire or boost a battery. If the problem is more serious, the vehicle will need to be towed. The emergency pager person or Residential Supervisor can direct you to the closest service provider with whom LIFEDesigns does business. They may make contact with and send a tow truck.
- **What to Tell the Operator** – Regardless of how a road service provider is contacted, be prepared to provide a phone number, your exact location, and describe your vehicle, including year, make, model, color and license plate number.
- **Determine When Service Should Arrive** – The operator should be able to give you an estimated time of arrival. Depending on circumstances, including weather, time of day and location, service could take as few as 30 minutes, or as long as several hours. Check your watch and confirm the estimated time of arrival with the operator.
- **What to Do When Help Arrives** – Remain calm and cooperative. Verify that the driver offering assistance is the one LIFEDesigns sent to help you. Most firms have trained personnel that know what to do. Do not attempt assistance unless asked. If you need alternative transportation, ask to ride with the tow truck driver to the towing destination, or ask that alternative transportation be arranged. Do not accept a ride from a stranger.

Accident and Incident Reporting

In case of an accident involving agency vehicles, the driver should:

1. Give **priority attention to providing care for injured person(s)**
2. Secure ambulance, clergy, and/or police as appropriate
3. Obtain **names, addresses and phone numbers of all witnesses, especially in the case of an accident including other driver.**
4. Get the **insurance information for the other driver**, as needed.
5. **Get written statements**, if people need to leave before the police arrive
6. **Make sure that there is no disturbance of area** until police have arrived and can assume authority.
 Provide **information regarding agency insurance.** There is an insurance card in the Van Manual
7. Contact Network Director or emergency pager, as necessary
8. **Complete *Accident and Property Damage Claim* form AND an *Unusual Incident Report* and submit with police report to Network Director.**
9. ONLY Group Home Network Director, Chief Financial Officer, or Chief Operating Officer are able to file insurance claims.
10. The Network Director should submit all forms with status of insurance claim or need to make claim to the Chief Operating Officer.
11. The Chief Operating Officer maintains all accident and insurance claims for the agency.

Accident/Incident Investigation

Accident/incident investigation is a fact-finding procedure. The facts revealed are used to reduce the chance of recurrence of similar accidents. Accident/incident investigations also increase safety and health awareness of employees and build rapport between the supervisor and the injured or ill worker. Injuries and illnesses can be reduced by eliminating unsafe behaviors by the employees and management.

Immediately after an accident exceeding \$500.00 an accident/incident investigation will be performed by the Network Director at the location where the accident occurred. The Chief Operating Officer is responsible for seeing that the accident investigation reports are being filled out completely and accurately. Additionally, the safety Director will see that the recommendations are being addressed. The investigator is responsible for:

- Ensuring that any injured or ill employee receives immediate medical care
- Starting the accident/incident investigation process promptly maintaining conditions at the accident scene, as much as possible
- Involving the right people-supervisor, affected employee, witnesses and others
- Follow-up to ensure the corrective actions are implemented

At a minimum, the following information needs to be assembled:

- Injured employee's name;
- Date and time of injury;
- Occupation and task performed when injured
- Social security number or identification number
- Length of time on this job
- Type and extent of injury
- Description of accident/illness scenario
- Analysis of all causes contributing to the accident/illness
- Recommended corrective actions along with responsible persons for decision-making and implementation
- Injured or ill employee statements
- Witnesses' statements
- Name of person completing form and date

Accident investigation reports must be submitted to the Chief Operating Officer within 24 hours of the accident.

Copies of the reports need to be provided to those directly involved in making any necessary corrective changes, such as maintenance staff. Investigation reports will include photographs, drawings or other information to help clarify the facts involved in the accident. Reports should include detailed statements from witnesses, as well as others, who can provide information. Thereafter, the responsible person or persons outlined in the report should follow up to ensure the necessary corrective action was taken.

After the investigation is complete and any corrective action is initiated, a summary of the accident sequence causes and corrective measures should be provided to the employees working in the same area. This responsibility may be assigned to the supervisor, or it could be carried out by employee team members. The purpose is three-fold: 1) to provide additional safety training; 2) to make any necessary operational changes based upon facts involved in the accident; and 3) to let employees know that the company is concerned about their safety and health.

Preventable and non-preventable accidents

The following describes how accidents will be classified during investigations.

Non-Preventable Accidents:

Struck in Rear by Other Vehicle

This type of accident is non-preventable if:

Driver's vehicle was legally and properly parked
Driver was proceeding in its own lane of traffic at a safe and lawful speed
Driver was stopped in traffic due to existing conditions, was stopped in compliance with traffic sign or signal, or at the direction of a police officer or other person legitimately controlling traffic
Driver was in proper lane waiting to make turn

Struck While Parked

This type of accident is non-preventable if:

Driver was properly parked in a location where parking was permitted
Vehicle was protected by emergency warning devices as required by DOT and state regulations, or if driver was in process of sending out or retrieving signals. These provisions shall apply to the use of turn signals as emergency warning lights under DOT regulations

Preventable Accidents:

Accidents at Intersections

This type of accident is preventable if:

Driver failed to control speed so that the vehicle could stop within available sight distance
Driver failed to check cross-traffic and wait for it to clear before entering intersection
Driver pulled out from a side street in the face of oncoming traffic
Driver collided with a person, vehicle or object while making right or left turn
Driver collided with a vehicle making turn in front of the vehicle.

Striking Other Vehicle

This type of accident is preventable if:

Driver failed to maintain safe following distance and have the vehicle under control
Driver failed to keep track of traffic conditions and note traffic slowdown
Driver failed to ascertain whether vehicle ahead was moving slowly, stopped or slowing down for any reason
Driver misjudged rate of overtaking vehicles
Driver came too close to vehicle ahead before pulling out to pass
Driver failed to wait for vehicle ahead to move into the clear before starting up
Driver failed to leave sufficient room for passing vehicle to get safety back in line of traffic

Sideswipe and Head-on Collisions

This type of accident is preventable if:

Driver was not entirely in the proper lane of travel
Driver did not pull to the right and slow down and stop for vehicle encroaching lane of travel when such action could have been taken without additional danger

Struck in Rear by Other Vehicle

This type of accident is preventable if:

Driver was passing slower traffic near an intersection and had to make sudden stop
Driver made sudden stop to park, load or unload
Vehicle was improperly parked
Driver rolled back into vehicle behind while starting on grade

Squeeze Plays and Shutouts

This type of accident is preventable if:

Driver failed to yield right-of-way when necessary to avoid an accident

Backing Accidents

This type of accident is preventable if:

Driver backed up when backing could have been avoided by better planning of the route

Driver backed into traffic when such backing could have been avoided
Driver failed to get out of cab and check proposed path of backward travel
Driver depended solely on mirrors when it was practicable to look back
Driver failed to get out of cab periodically and recheck conditions when backing a long distance
Driver failed to sound horn while backing
Driver failed to check behind vehicle parked at curb before attempting to leave parking space
Driver relied solely on a guide to help back up
Driver backed from blind side when it could have been made by a sight-side approach

Accidents Involving Rail-Operated Vehicles

This type of accident is preventable if:

Driver attempted to cross tracks directly ahead of train or streetcar
Driver ran into side of train or streetcar
Driver stopped or parked on or too close to tracks

Accidents While Passing

This type of accident is preventable if:

Driver passed where view of road ahead was obstructed by hill, curve, vegetation, traffic, adverse weather conditions, etc.
Driver attempted to pass in the face of closely approaching traffic
Driver failed to warn driver of vehicle being passed
Driver failed to signal change of lanes
Driver pulled out in front of other traffic overtaking from rear
Driver cut-in-short returning to right lane

Misc. Types of Accidents

This type of accident is preventable if:

Driver was not operating at a speed consistent with the existing conditions of road, weather and traffic
Driver failed to control speed to stop within assured clear distance
Driver misjudged available clearance
Driver failed to yield right-of-way to avoid accident
Driver failed to accurately observe existing conditions
Driver was in violation of company operating rules or special instructions, the regulations of any federal or state regulatory agency, or any applicable traffic laws or ordinances

Important Numbers for Accidents/Incidents

Emergency Pager	1-877-313-1989
Chief Operating Officer	Bert Clemons 1-800-875-9615 ext. 212 If after hours leave message
<i>Fire Department Ambulance Police</i>	<i>911</i>
<i>Insurance Agent</i>	First Insurance (agency vehicles) 1-812-331-3230

Driver Considerations

The following sections provide guidance to drivers in basic safety techniques. This is meant to supplement not supplant other training.

Distracted driving

Staff operating agency vehicles and those transporting customers in personal vehicles are expected to give their full attention to driving. When conditions do not permit this, drivers should pull over in a safe location until they are able to return to driving. To assist staff, the following guidelines are outlined for the use of cellular phones.

Cellular Phone Use and other Distractions

Please note that use of cellular phones and other electronic devices while driving and transporting customers is NOT allowed by LIFE Designs.

Do not take notes or look up phone numbers while driving. If you are reading an address book or business card, or writing a "to do" list while driving a car, you are not watching where you are going. It's common sense. Don't get caught in a dangerous situation because you are reading or writing and not paying attention to the road or nearby vehicles.

After you park your vehicle you can use your wireless phone to call for help. Your wireless phone is one of the greatest tools you can own to protect yourself and your family in dangerous situations - - with your phone at your side, help is only three numbers away. Dial 9-1-1 or other local emergency number in case of fire, traffic accident, road hazard or medical emergency. Remember, it is a free call on your wireless phone!

Use your wireless phone to help others in emergencies. Your wireless phone provides you a perfect opportunity to be a "Good Samaritan" in your community. If you see an auto accident, crime in progress or other serious emergency where lives are in danger, call 9-1-1 or other local emergency number, as you would want others to do for you.

Call roadside assistance or a special wireless non-emergency assistance number when necessary. Certain situations you encounter while driving may require attention, but are not urgent enough to merit a call for emergency services. But you still can use your wireless phone to lend a hand. If you see a broken-down vehicle posing no serious hazard, a broken traffic signal, a minor traffic accident where no one appears injured or a vehicle you know to be stolen, call roadside assistance or other special non-emergency wireless number.

The 5 Keys to Space Cushion Driving

The following is a summary of driver strategies for safe driving and spacing.

1. AIM HIGH IN STEERING!

Look at least 15 seconds ahead of your vehicles path. Look further ahead whenever possible. This is called eye-lead time.

2. GET THE BIG PICTURE!

Notice everything from sidewalk and more. Remember, causes of emergencies are not limited to the roadway. Getting the big picture allows a driver to see movement off-road, which in an instant can be on the road creating a hazardous/emergency situation. Getting the Big Picture also includes your eye lead time, which is AIM HIGH IN STEERING!

3. KEEP YOUR EYES MOVING!

Don't allow your eyes to be focused on any object for more than two seconds or you will have a fixed stare. If you become too focused on an object, your peripheral (side) vision is lost and you won't detect movements outside of your central vision. Not staring at an object will also help keep a driver from daydreaming. Check your mirrors every 5-10 seconds. KEEP YOUR EYES MOVING also includes AIMING HIGH AND GET THE BIG PICTURE

4. LEAVE YOURSELF AN OUT!

Always try to leave a path out of a tough/tight predicament. You should always try to maintain a cushion of space on all sides all the time, but you can control the space cushion between your vehicle and the vehicle ahead of you. Checking your mirrors on a regular basis, every 5-10 seconds, will keep you aware of your spacing and your cushion. Leaving an out will keep you a little safer if you would happen to forget the first three keys. THE MINIMUM FOLLOWING DISTANCE YOU SHOULD ALWAYS MAINTAIN IS 4 SECONDS!!!!!!

5. MAKE SURE THEY SEE YOU!

Use your horn, turn signals, headlights, hazard lights and brake lights. One of the most important ways to keep someone from hitting you is to make sure that they see you. Some people are shy about using their horn because it draws attention to them. WELL, THAT IS THE POINT OF BLOWING THE HORN. You let people know that you are around. Remember, eye contact is good, but it is no guarantee that everyone involved is thinking the same way. Be careful! Your lights and signals are excellent safety devices when they are being used. Please, use them!



Driver Selection

To assist in selecting qualified drivers from among the applicants, the driver selection/qualification process will include the following for all drivers operating passenger cars. Human Resources has the responsibility of maintaining driving records for all drivers.

Motor Vehicle Record Investigation and Inquiries

Prior to an offer of employment, an inquiry should be made into the driving record of each applicant for the past three years. The appropriate state agency must be contacted by Human Resources for each state in which the applicant has held a vehicle operator's permit during the last three years.

Driver selection is the foundation for Option's fleet safety program. One of the most important selection criteria is the driving record of the candidate. Hiring a driver with a poor driving record can expose our agency to severe liability and punitive damage costs. Every effort must be made to select only those candidates who meet specified safe driving standards.

A Motor Vehicle Report (MVR) evaluation program will assist us in screening new drivers and, in part, provide a basis for evaluating the driving practices of our current drivers on a continuing basis.

MVR Hiring Policy

It is important that only those applicants who have driving records that reflect responsibility and maturity to be employed. This policy states the minimum standards acceptable on a three-year MVR.

It is the responsibility of management to request an MVR on each applicant at the time of employment. The applicant must be informed that employment is subject to the receipt of a MVR that meets the following standards.

Applicant must have no convictions on a 3 year MVR for:

- Reckless driving
- Three or more moving violations
- License revocation or suspension
- Leaving the scene of an accident

- DUI or drug violation

Review of driving record

LIFEDesigns will request a MVR as employees submit renewed driver's license.

Class I Violations:

The MVR must not contain more than one conviction for the following violations:

- Excessive speeding
- Improper or erratic lane changes
- Following the vehicle ahead too closely; or
- A violation, arising in connection with a fatal accident, of state or local law relating to motor vehicle traffic control

Class II Violations:

The MVR must not contain convictions for the following violations:

- DUI
- Driving while under the influence of a controlled substance
- Leaving the scene of an accident; or
- A felony involving the use of a motor vehicle
- Reckless Driving

Driver Disqualification Criteria

Class I Violations

- A driver, who, during any three-year period, is convicted of three violations in separate incidents, is disqualified for a period of 1 year.
- A driver who, during any three-year period, is convicted of four violations is disqualified to drive indefinitely

Class II Violations

- A driver who, during any three-year period, is convicted of any violation is disqualified for three years from the conviction date.
- A driver who, during any three-year period, is convicted of two violations is permanently disqualified.

Employee Vehicle Inspection for LIFE Designs

To help ensure the safety of LIFE Designs customers, employees that use their personal vehicles to transport customers must inspect them at least annually. Please conduct a self inspection of your vehicle and fill in the form below. **Return this signed form to Human Resources.**

Date of inspection: _____

Make: _____

Model: _____

Year: _____

Color: _____

License plate number: _____

License plate expiration: _____

Mileage at time of inspection: _____

Check that the following are in working order:

___ Head lights

___ Brake lights

___ Windshield wipers

___ Mirrors

___ Tires

___ Horn

___ Seatbelts

Printed Name

Date

Signature

Drug-Free Workplace Policy

LIFEDesigns is committed to providing a safe and productive work environment. We also expect our employees to report to work each day fit to perform their jobs. To meet these objectives, as well as our obligations under applicable federal and state laws, we must take a firm and positive stand against substance abuse. We reserve the right to drug test at any time and accompany the staff who is being tested, to the drug testing site. This policy is intended to ensure a drug-free work environment for the benefit of our employees and customers.

Policy Statement:

The unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance while on the agency's premises or in the performance of services for the agency is strictly prohibited. As a condition of continuing employment with LIFEDesigns, each employee must:

- Abide by the terms of this policy; and
- Notify the agency of any criminal drug statute conviction for a violation occurring in the agency's workplace no later than five days after such conviction.

Any violation of this policy will result in either discipline, up to and including discharge, and/or a requirement of satisfactory participation in a drug abuse assistance or rehabilitation program, depending on the nature and seriousness of the offense.

Drug-Free Awareness Program:

To assist in ensuring compliance with the agency's Drug-Free Workplace Policy, LIFEDesigns has established a Drug-Free Awareness Program to inform employees about:

- The dangers of drug abuse in the workplace;
- The agency's policy of maintaining a drug-free workplace;
- Any available drug counseling, rehabilitation, and employee assistance programs; and
- The penalties that may be imposed upon employees for drug abuse violations.

Participation in our Drug-Free Awareness Program by all employees is mandatory.

Reservation of Rights:

LIFEDesigns reserves the right to interpret, modify or expand upon this policy in whole or in part, with or without notice. Nothing in this policy alters an employee's at-will status.

Substance Abuse Policy

LIFEDesigns is committed to providing a safe working environment and, likewise, expects its employees to report to their jobs physically and mentally fit for work. Furthermore, the agency is committed to assuring its continued reputation as a quality business enterprise. To achieve these goals, the agency must take a firm and positive stand against drug and alcohol abuse. This policy is intended to ensure a drug-free work environment for the benefit of employees and customers of the agency.

Policy Requirements

- The use, possession, sale or transfer of an illegal drug by any employee while on agency premises, at the home of an agency customer, in the performance of agency business, or at agency-sponsored events is strictly prohibited.
- The use of any legally-obtained drug by any employee while performing agency business, on agency premises, or at the home of an agency customer is prohibited to the extent that such use may adversely affect the safety of the employee, customers, or others, the employee's job performance, or the agency's regard or reputation in the community. Employees who have been informed or have discovered that the use of a legal drug may adversely affect job performance or behavior are to report such drug use and possible side effects to management.
- The unauthorized use, possession, sale, or transfer of alcohol while on agency premises, at the home of an agency customer, or in the performance of agency business is strictly prohibited. The use of alcohol by employees while conducting agency business, attending agency-sponsored business or social functions, or otherwise representing the agency off premises is permitted only to the extent that it is not unlawful and does not adversely affect the safety of the employee, customers, or others, the employee's job performance, or the agency's regard or reputation in the community.
- The presence of any illegal drug or alcohol in the employee's system while on agency premises, at the home of an agency customer, or while otherwise performing agency business is prohibited.

Testing

- We reserve the right to conduct random drug tests at any time and accompany the staff being tested to the drug testing site.
- Whenever the agency suspects that an employee's work performance or on-the-job behavior may have been affected in any way by alcohol or drugs, or that an employee has otherwise violated the Substance Abuse Policy, LIFE Designs may require the employee to submit to a blood test, urinalysis, or other drug/alcohol test. Additionally, whenever an employee is injured on the job, the agency will require the injured employee to submit to a blood test, urinalysis, or other drug/alcohol test. An employee must complete all necessary drug information and consent forms prior to such testing.
- Employees in security or safety-sensitive positions may be required to consent in writing to and undergo periodic testing for as long as they remain in such jobs. The agency will maintain a list of sensitive jobs and will notify employees who hold such positions.
- An employee who tests positive for alcohol or drugs during the employee's first 90 days of employment will be terminated immediately for violation of the agency's Substance Abuse Policy.
- All test results, assistance requests, and treatment records will be maintained in files separate from the employee's personnel file, and will be held in the strictest of confidence, disclosed only to those having a legitimate need to know such information.

Disciplinary Action

- Any violation of the policy requirements of the Substance Abuse Policy will result in discipline, up to and including termination, even for a first offense.
- The failure or refusal to complete the necessary paperwork, or to submit to a drug test pursuant to the requirements of the Substance Abuse Policy may result in immediate termination.

- All performance shortcomings, prohibited conduct, and attendance problems may result in discipline pursuant to the agency's normal policies independent of any drug or alcohol implications or causes.

Acknowledgement and Consent:

I hereby acknowledge having received a copy of Lifedesigns's Drug-Free Workplace Policy. I agree, without reservation, to abide by this policy.

Date

Employee's Signature

Employee's Printed Name

Driver Evaluation Form

Driver: _____

Trainer: _____

Date: _____

All Drivers	All of the Time	Most of the Time	Some of the Time	Rarely	Never
USE OF EYES					
Moves eyes every two seconds.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responds to hazards two blocks ahead in city traffic.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Responds to hazards ¼ mile ahead in open country.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uses rear view mirrors regularly (every 8-10 seconds).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Checks "blind-spot" before changing lanes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Makes regular check of instruments (every 60 seconds).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SPACE CONTROL					
Maintains a safe following distance (timed interval).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stops at proper distance behind vehicle ahead.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waits two seconds after vehicle ahead moves before starting forward in traffic.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduces speed when visibility decreases.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COMMUNICATION WITH OTHERS					
Makes proper observations and takes the correct actions when approaching parked vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gets "eye contact" and takes correct actions when unsure of the actions of others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Avoids driving in the "blind spot" of other drivers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uses horn and other signaling devices properly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INTERSECTIONS					
Checks in all directions when approaching an intersection (left, right, left).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Looks in all directions when starting from an	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

intersection (left, right, left).					
GENERAL					
Follows proper backing procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uses seatbelt and requires same of all passengers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Observes traffic laws.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follows proper parking procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secures vehicle properly when parked.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uses brakes properly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Follows proper coupling/uncoupling procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Secures load properly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operates tailgate properly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does pre-trip and post-trip inspections.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SCORE	4X <input type="checkbox"/>	3X <input type="checkbox"/>	2X <input type="checkbox"/>	1X <input type="checkbox"/>	0X <input type="checkbox"/>
TOTAL SCORE	<input type="checkbox"/>				

Signatures:

Trainer: _____

Driver: _____

Date: _____

Office Manager: _____

File in HR file of driver

Trainer's Checklist

- 4-second following distance
- 15-20 second eye lead-time
- Anticipation/recognition
- Mirror checks every 5-10 seconds
- Approaching intersections
- Checking cross traffic
- Passing through intersections
- Preparing for traffic signal to go from green to yellow to red.
- Walk/Don't Walk as early alert
- Lane changes
- Keep your eyes moving / Don't Stare
- Making right and left turns
- Attitudes
- Safety belt usage
- Steering wheel control
- Shifting (if necessary, even with automatics)
- Speed control
- Road and weather conditions
- Positioning of mirrors (Are mirrors clean?)
- Use of signals, lights and horn
- Watch for movement within parked cars on streets and lots
- Watch for pedestrians
- Watch for and slow down for children (Predictably unpredictable)
- Construction areas
- Weight restrictions
- Entrance ramps / Exit ramps
- Use of brake and clutch
- Awareness of surroundings
- Minimum stopping distance behind a vehicle at traffic signal or stop sign
- Cyclists
- Passing a line of stopped vehicles heading in the same direction as you
- Stale green light
- Your lane vs. other lanes
- Driveways
- Don't signal other drivers to move (let them commit on their own)
- Understanding size of vehicle
- Keep wheels pointed straight ahead when waiting to make a left hand turn
- Let trainees make driving decisions (Unless situation calls for experience)
- Trainees rate their driving skills (1-10, don't make judgments, just educate)
- Pre-trip inspection
- What to do in case of an accident
- Air brakes and how they work

Employee Accident/Incident Investigation Report

EMPLOYEE IDENTIFICATION	
Injured Employee Name:	
Date of Accident:	Time of Accident:
Job Title:	
Department:	
Employment Date:	

ACCIDENT ANALYSIS
Location of Accident:
Job being performed when accident occurred:
Nature of Injury:
Detailed Description of Accident:

CORRECTIVE MEASURES	
Measures implemented to prevent a reoccurrence:	
Completed By:	Date:
Corrective Measures Implemented by:	Date:
Verification of implementation verified by:	

INJURED EMPLOYEE'S STATEMENT

WITNESS STATEMENT

WITNESS STATEMENT

LIFEDesigns, Inc.
Accident and Property Damage Claim

Complete this form in case of insurance claim or to request a claim be filed. Only the Chief Operating Officer may file insurance claims.

Today's date: _____ Person completing report: _____

I. Purpose of form (please check one)

_____ Record of claim* (complete sections II to IV)
_____ Notice to file claim** (complete sections II, III, & V)

II. Type of loss: _____ Date and time of incident: _____
_____ Auto accident
_____ Property damage
_____ Other Please explain _____

III. Attach all relevant reports, including police reports and accident/incident report. If staff or an individual supported by LIFEDesigns caused the loss, include BDDS incident report.

IV. Insurance contact:

Date of contact: _____ Contact person: _____

Information provided:

Outcome:

V. Action needed:

* If insurance claim was filed submit this form and accompanying documents to the Chief Operating Officer

** If a claim needs to be filed submit to the Chief Operating Officer, or the Office Manager for submission.

ACKNOWLEDGMENT OF RECEIPT

I hereby acknowledge receipt of a copy of the LIFE Designs' Vehicle and Driver Safety Program. I agree to read this material thoroughly. I received a copy of this program on the date indicated below.

Dated: _____

Employee's Name (Printed) _____

Employee's Signature: _____

A copy of this form will be filled out in class and kept in the employees human resource file.

LIFE Designs Van Usage Agreement

I have reviewed the following and understand it is my responsibility to ensure LIFE Designs' customers are transported safely and that I follow all LIFE Designs procedures. It is staff's obligation to review and understand the entire contents of the Driver's manual.

- _____ 2. Write down mileage and check systems before leaving with the vehicle. There is a sample entry at the top of the log to help. Logs are to be submitted to the Office Manager with receipts monthly.

- _____ 3. Gasoline can be purchased at the following locations and charged to LIFE Designs. Receipts should be placed in plastic sheet protector at the back of the clipboard. Always keep ½ tank of gas in the vehicle at all times. If you are running the last trip of the day and have less than ½ tank, fill it up before returning home or when returning the office van.
 - i. Winslow Marathon (corner of Winslow and Walnut)
 - ii. Lewis Service Station in Spencer
 - iii. Speedway Gas Center in Bedford
 - iv. Others...check with Life Designs Network Director

- _____ 4. Oil Changes and Check-Ups will be done every 3,000 miles or monthly. Staff driving company vehicles should inform the Office Manager when change is needed.
 - i. What – Oil and filter change, fluids, brakes, etc.
 - ii. Where – Winslow Marathon
 - iii. Log on vehicle maintenance form

- _____ 5. Cleaning: Each driver should remove and dispose of trash at the end of each trip. Monthly the vehicle is to be cleaned on the interior and exterior. Cleaning should be logged on the maintenance log.
 - i. When – Wash Exterior 1st and 3rd weekend of month (above 45 degrees); Vacuum and Dust Interior 2nd and 4th weekend
 - ii. Drive-thru (cost=cheap as possible)
 - iii. Log – on maintenance form

- _____ 6. Needed repairs should be reported in writing to the Office Manager who will arrange for their comp
 - i. Vans can be taken to Winslow Road Marathon
 - ii. If you are traveling out of town and have a problem, pull into the nearest repair shop and contact the office or emergency pager for payment LIFE Designs.
 - iii. Turn the customer copy of the work order into the office within 3 days.
 - iv. Log repair on vehicle maintenance form

- _____ 7. Emergency equipment should always be maintained and in close proximity to the driver. Please inform the Office Manager if something is missing or if there is in disrepair. The following equipment is provided in each vehicle.
- i. Fire suppression equipment
 - ii. Warning triangles
 - iii. First Aid Kit
 - iv. Communication device
- _____ 8. Drivers training is required for each LIFE Designs' staff providing transportation to customers and specialized training is required for using lift-equipped vehicles and I certify I have completed this training within the year.
- _____ 9. A Drivers' manual is included as a resource in this manual and I have reviewed its contents.
- _____ 10. Accident reporting procedures are outlined in the section marked and includes all appropriate forms. Drivers should review before each vehicle use.

(Driver's Signature)

(Date)

(Reviewer/Supervisor's Signature)

(Date)

A copy of this form will be filled out during van training and kept in the employee's Human Resource file.

