



# **Employee Handbook**

*(Revised February 2018)*



## Dear Employee,

Welcome to the Living Easy Transportation, LLC. family! You have been chosen to play a role in a dynamic, professional company focused on delivering exceptional client service at every point of contact. This handbook applies to all employees of Living Easy Transportation, LLC.

The idea for the company stemmed from personal experiences we endured with our grandmother (Lydia Batiste). The family experienced conflict with transporting Lydia to and from her doctor's appointments due to the family's work schedule, among other similar factors. We knew that other families have gone through, or were currently under similar circumstances. Surely, we could not be the only family in the world with this situation. With that thought in mind, Living Easy Transportation, LLC. came to life. We seek to understand, help and serve our communities.

We began this company with two primary focal points in mind: concern for the individual, both you as our employee and the clients we serve. Even as we continue to grow, we seek to remain a desirable place of business. Our commitment to making the best decisions in each of the areas and our focus on continuous improvement is what we stand by. The foundation of our company is teamwork. It is absolutely necessary to achieving success. We believe that our people are our greatest assets. Without a committed, powerful team to carry out the day-to-day tasks of the company, success is not achievable. We are proud of the talent we have assembled, and we are excited that you are a member of our team.

### **MISSION STATEMENT**

**Provide An Exceptional, Unmatched Client Service Experience.**

*Building relationships and delivering accurate, timely, and friendly service.*

Sincerely,

Christopher and Adrienne Brooks

Living Easy Transportation, LLC.



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## Introduction

### **Disclaimer/Notice to Employees**

This handbook summarizes the Company policies and procedures for all employees. Policies described in this handbook may be improved, modified, or terminated at any time at the discretion of the Company.

The statements in this handbook do not create an expressed or implied contract between us for employment or for any benefit. All employees of the Company are employees at will. Employees are free to resign at any time and the Company, likewise, retains the right to terminate an employee's employment at any time, with or without cause.

These policies or procedures cannot be amended or altered in any way by oral statements. Only written amendments by management will constitute changes to statements made in this handbook.

Finally, this handbook is not exhaustive as there may be other Company policies or procedures set forth or contained in other written policy statements, guidelines, or manuals.

### **Purpose of the Handbook**

The Company cares about its employees, and has implemented policies and benefits that are favorable to you. The Company believes communication is important and thus has created this handbook. The handbook also lets you know what you can expect from the Company and what the Company expects of you.

## Hiring and Employment

### **Changes to Personal Information**

It's important that you notify management immediately if any changes to your personal information occur in your

- legal name;
- address;
- telephone number;
- emergency contact information;
- number of dependents for tax purposes

### **Equal Employment Opportunity**

It is our policy to afford equal opportunity in all personnel practices to all employees and applicants for employment regardless of race, color, religion, sex, age (40 and over), pregnancy, national origin, disability, veteran status or any other protected factor.

### **Employee Requirements**

- Employee must be at least 25 years of age
- Employee must possess a Class D driver's license
- Must have clean criminal record and pass a background check
- Must provide 2 references
- Must maintain a clean driving record

## Hours

### **Absence / Tardiness/ Transportation of Clients**

If you will be absent from work for any reason, notify management as far in advance as possible. Employees are expected to be punctual in reporting to work. We recognize this may not always be possible due to circumstances beyond your control. Notify your manager if you expect to be late.

When transporting patients, it is our responsibility to assure timeliness in transporting clients to their appointment. Please be mindful of the client's appointment time. A late transport to the appointment should be avoided when possible. There are instances where certain factors do not allow a timely arrival,



and if such is the case, please notify management as soon as possible. Three or more late arrivals when transporting a client to an appointment will result in disciplinary action, up to and including termination.

## **Hours of Work**

The Company operates between the hours of 6am-6pm, and may often require operation before or after these designated hours. The number of hours in a normal work week will vary depending upon the transportation schedule. You must be available and committed to the 6am-6pm work schedule.

Weekend hours are NOT mandatory. Although weekend hours are often available, it is not required an employee works on the weekends. Employees are placed on a weekend rotation schedule, and can either accept or deny the additional weekend hours.

## **Lunch Periods**

The normal lunch period is 30 minutes. Lunch breaks can be taken between transportation of clients.

# **Pay Policies**

## **Receiving Your Pay**

Employees are paid weekly. Paper checks are our standard payroll method.

## **Driving on Company Business**

*RS 32:52*

*RS 32:414*

The positions at the Company require the operation of motor vehicles. Since operating a motor vehicle without a valid operator's license is against the law, you must have a valid driver's license.

Driving with a suspended or revoked license puts the Company and you in a position of potential liability. If you need a driver's license to do your job, and your license is suspended or revoked, you must immediately inform management and cease to operate any company owned vehicle. Because the operation of a motor vehicle is critical to job performance, your employment may be immediately suspended (pending reinstatement of your license) or terminated.

If an employee receives a traffic ticket in any company owned vehicle, it is the employee's responsibility to pay the cost of the ticket. It is considered an out of pocket cost for the employee.



## **Gas Charge Card**

The gas charge card is to be used for business only. Each cardholder is responsible and accountable to ensure that the charge card is used for business only and, collect the receipt after getting gas. Receipts for gas are to be turned into management every Friday. Failure to provide the receipt can result in suspension or cancellation of gas charge card privileges.

## **Vacation and Time Off**

### **Vacation**

Employees receive 5 days per year of paid vacation time. All requests for vacation must be submitted to management for advance approval. While we would like to honor your preferred vacation dates, operating requirements and coordination of other vacation schedules must be considered. Vacation time cannot be carried from one year to the next and an employee may not be paid in lieu of vacation days not taken.

### **Bereavement**

Should a death occur in an employee's immediate family, the employee may request time-off. A maximum of three days off with pay may be granted at manager's discretion for funeral/bereavement leave for immediate family members. Immediate family members, as it relates to this policy, are defined as spouse, child, step-child, father, step- father, mother, step-mother, brother, step-brother, sister, step-sister, grandparents, grandchildren, mother-in-law, or father-in-law, sister-in-law, and brother-in-law.

### **Holidays**

All employees are eligible for holiday pay. Please see management for Holiday schedule.

### **Jury Duty / Court Appearances**

If you are required to serve on a jury, you will be paid your regular salary for up to five days or as required by state and/or federal law. Notify management immediately. This policy also applies to time required to appear in court as a witness by subpoena. It does not include appearances in court as a plaintiff or as a defendant. You are expected to report for work during your normal working hours when jury duty hours and rules of the court reasonably permit.

## **Unexcused Absences**

Each employee is granted three days of unexcused absences per year. Unexcused absences may be utilized to cover any absence outside of vacation, bereavement, or jury duty. Any unexcused absence exceeding three days may be subject to disciplinary action, up to and including termination.

## **Workers' Compensation**

You may be entitled to workers' compensation if you are injured on the job. Workers' Compensation provides coverage for loss of income and medical expenses. The scope of coverage is governed by state law; the cost is fully paid by the Company. You must notify management immediately if you are injured on the job.

# **Workplace Behavior**

## **Drug and Alcohol Policy**

The use of alcohol, drugs or other medications and controlled substances that can affect your senses and responses during working time and while in company owned vehicles is strictly prohibited. It is a proven fact that drugs are dangerous; they are major contributors to industrial/vehicular accidents and time lost from work; they interfere drastically with work performance and safety; and they are a major cause of crime, so we are very serious about them at the Company.

Safety is important at the Company and all employees should conscientiously follow safe work practices and conduct themselves in a manner which will achieve maximum productivity of high quality in a safe working environment. No potentially dangerous substances are allowed in the Company's vehicles, or in your possession during work time. Furthermore, the Company's policy prohibits an employee's use of drugs off of the Company's property or after hours if such use will result in the presence of detectable levels of the drug in the employee's system during working time or while on the Company's property. Some examples of prohibited substances are alcoholic beverages, barbiturates, amphetamines, heroin, cocaine, crack, LSD, PCP and marijuana. But remember, these are only examples -- we are talking about any substance which may affect your performance, reliability, judgment, coordination, reactions or senses. A violation of this policy will be considered "gross misconduct" and will result in immediate termination.

Any employee should report to management any medication prescribed by a physician where the physician has indicated that the employee's senses, judgment and/or job performance may be affected by the medication and/or the employee feels that his/her senses, judgment and/or job performance may be affected. This also includes over-the-counter medication that the employee feels may affect his/her senses, judgment and/or job performance. Any information divulged by the employee will be held in confidence.

Employees are subject to a physical examination and medical test to determine the presence or use of alcohol or drugs, if any. These tests may take place on a random, unannounced basis, after accidents involving property damage or injury, or whenever an employee's conduct gives management a reasonable suspicion that the employee may have alcohol or drugs in his or her system. Any employee who, as a result of testing, is found to have identifiable levels of a prohibited drug or substance in his or her system, regardless of when or where the drug or substance entered the employee's system, will be considered in violation of the Company's policy, and disciplinary action will be taken up to and including, termination.

## **Sexual Harassment and Discrimination Policy**

It is the policy of the Company to provide a work environment for all of its employees that is free from discrimination and harassment based on sex, race, religion, color, disability, age, pregnancy, national origin, veteran status, or any other unlawful factor. To this end, the Company will comply with and strictly enforce, within the Company, federal, state and local laws that prohibit discrimination or harassment based on sex, race, religion, color, disability, age, pregnancy, national origin, veteran status or any other unlawful factor. Employees who by act or omission discriminate against or harass any employees based upon such classifications shall be subject to disciplinary action, which may include discharge from employment. Without limiting the applicability or coverage of this policy to the conduct hereinafter described, the following conduct shall be deemed a violation of this policy:

- Making sexual advances or requests for sexual favors or other verbal or physical conduct of a sexual nature during working hours.
- Creating an intimidating, hostile, or offensive working environment by engaging in any of the following conduct or similar conduct that offends another employee.
- Calling, addressing or referring to any person by a demeaning name that relates to a person's sex, race, color, religion, age, pregnancy, disability, national origin, veteran status, or any other unlawful factor.
- Belittling or denigrating another because of the person's sex, race, color, religion, age, pregnancy, disability, national origin, veteran status, or any other unlawful factor.

- Relating stories, jokes, experiences or anecdotes that relate to sex, race, color, religion, age, pregnancy, disability, national origin or any other unlawful factor that might offend any person of a particular sex, race, color, religion, age, disability, national origin, or veteran status.
- Displaying pictures, photographs, depictions, artwork, quotes, stories, jokes or other media that may be offensive because of its sexual, racial or religious content or that may reasonably offend another because of his/her sex, race, color, religion, age, pregnancy, disability, national origin, veteran status.
- Touching another employee in a manner that may be offensive to the other employee or making lewd or suggestive gestures or comments in the presence of another employee.
- Engaging in any conduct that tends to harass, annoy or inflame another associate, client or vendor based on sex, race, color, religion, age, pregnancy, disability, national origin, veteran status, or any other classification or status addressed by law, including, but not limited to, the use of epithets, slurs, threats, intimidation or hostile acts.

**This list is not exclusive.** Other conduct that results in discrimination or harassment based upon a protected classification may result in immediate disciplinary action, up to and including immediate termination of employment.

#### ***What to Do If You Are Subjected to Discrimination or Harassment***

Do not tolerate conduct that violates this policy. Immediately notify management about any violation of this policy.

The Company will take appropriate disciplinary action if the investigation reveals that discrimination or harassment occurred. The disciplinary action shall depend upon the evidence supporting violation of the policy and the gravity of the policy violation, but the Company reserves the right to terminate the employment of any person who violates this policy.

### **Client Interaction/Wheelchair Securement**

Due to the nature of the job, there may be times where you will be required to secure a client's wheelchair in the company vehicle for transport. Employees must be mindful of the way he/she may stretch, bend, reach, or touch the client while using the proper techniques to secure the client's wheelchair.

## Personal Appearance/Dress Code Policy

Dress, grooming and personal cleanliness standards contribute to the morale of all employees and affect the business image the Company presents to clients. Employees are expected to present a clean and neat appearance and to dress according to the requirements of their positions. At all times, professional dress attire should reflect the standards of excellence of the Company. Proper dress code includes:

<b>Living Easy Transportation, LLC. Dress Code</b>			
<b>Appropriate</b>	<b>Inappropriate</b>	<b>Appropriate</b>	<b>Inappropriate</b>
<i><b>Slacks</b></i>		<i><b>Shoes</b></i>	
Khaki colored	Sweatpants, Leggings, Exercise Pants	Tennis shoes	Sandals or thong slippers
Trousers/Slacks/Pants	Shorts, Skorts, Capris, Jeans	Boots	Open toe shoes/sandals/slippers of any sort
	Too tight or too revealing		
<i><b>Shirts</b></i>			
Provided by Company			

## Smoking Policy

The purpose of this policy is to inform employees of the Company's position regarding smoking in the Company's automobiles. All employees are to refrain from smoking while in any Company automobile.

The policy also pertains to persons in the vehicle during transportation. It is the responsibility of the employee to enforce the No Smoking Policy to the clients/persons during transportation. Please refer the clients/persons to the No Smoking signs in the vehicle.

Smoke breaks for the client BEFORE an appointment is prohibited due to our commitment to transport our clients to their appointment in a timely fashion. Smoke breaks for the client AFTER an appointment, and before entering the vehicle for transport back to their destination, is allowed.

If the client/person does not comply, please contact management immediately.

If it is confirmed that an employee has smoked inside of the Company vehicle, disciplinary action will be taken, up to and including termination.

## **Social Media Policy**

Social media should be used in a positive way. Our Company believes in positive social media behavior in regards to employees. Use good judgment about what you post. Social Media should never be used in a way that:

- Defames or brings negativity to the Company or its employees, management, business partners, or clients
- Harasses other employees in any way
- Circumvents policies prohibiting unlawful discrimination against current employees or clients
- Discloses information that are financial, operational and legal in nature
- Post pictures, videos, conversations (including text messages) of or with clients

Employees who violate Company policies will be subject to discipline, up to and including termination of employment.

## **Workplace Violence**

The Company is committed to providing employees with a safe work environment. We will not tolerate any form of violence, threats of violence, intimidation of others, coercion, or attempts to instill fear in co-workers or clients. Possession of weapons in the workplace, menacing behavior, and "stalking" are all prohibited here. Any person who exhibits threatening behavior, threatens to commit or commits a violent act on Company property, on Company time or in a Company vehicle will be removed from the workplace immediately and remain away from the workplace pending the outcome of an investigation into the incident. Employees should report any violation of this policy or concerns that a violent situation may be pending to management. An investigation appropriate to the circumstances will be conducted. All reports of incidents violating this policy will be taken seriously and violators may be subject to disciplinary action, up to and including termination.

Clients or persons who exhibit behavior indicative of a violent nature, do not transport the client or persons. Call management immediately for further instructions.



## Safety and Security

### **Driver Fatigue**

It is the responsibility of the employee to make certain he/she has enough sleep before driving, regardless of the length of the trip to ultimately prevent driver fatigue.

Signs of driver fatigue include:

- Yawning
- Tired Eyes
- Poor Concentration
- Restlessness
- Boredom
- Over Steering
- Drowsiness

Driving while sleep deprived can increase your chances of losing control of your vehicle, or can result in “micro sleep”. Micro sleep is when a person’s head snaps, head nods or closes their eyes for more than a couple of seconds while driving. Both of these examples are very dangerous, and avoidable with the proper amount of sleep.

If you feel that you are suffering from driver fatigue, please do not drive and contact management immediately.

### **Accident and Injury Reporting**

If you are injured while at work - no matter how slightly - notify management immediately. Management can assist in securing medical attention if necessary. In cases of serious injury, call an ambulance immediately and inform management that you have done so. For minor injuries, first aid supplies are available in each company vehicle. Related medical expenses are covered by Workers' Compensation insurance. If this applies to you, please contact management for additional information.

If a client or occupant is injured during transport - no matter how slightly - notify management immediately. Management can assist in securing medical attention if necessary. In cases of serious injury, call an ambulance immediately and inform management that you have done so. For minor injuries, first aid supplies are available in each company vehicle.



## **First Aid Kit**

First aid kits are located in each Company vehicle. If you or a client requires emergency medical treatment, dial 911 and request an ambulance and paramedics. Notify management after calling for medical assistance.

## **Biohazard Cleanup Kit (Spill Kit)**

Each company vehicle is equipped with a biohazard kit. It contains personal protective equipment and other necessary materials.

It is the responsibility of the employee to inspect the biohazard kit as a part of the pre-trip inspection routine to be sure that all required materials are present, in the event that materials need to be used.

Treat all blood and body fluids as potentially infectious for HIV, HBV, Hepatitis C virus (HCV) and other pathogens. It is highly recommended that you wash your hands thoroughly before hand to mouth, nose or eye contact.

## **Seatbelts**

*RS 32:295:1*

When operating or riding in Company-owned vehicles, you are expected to use seat belts. Seatbelts are required to be worn where applicable by state law. You must wear a seat belt at all times while riding in a vehicle in Louisiana, regardless whether you are the driver or an occupant in the vehicle. Failure to do so will result in tickets and fines, as determined by Louisiana State Law.

Any employee found operating or riding in a Company-owned vehicle without proper restraint, will be subject to disciplinary action, up to and including termination.

Employees are required to report any malfunction of seatbelts so that it can be repaired as soon as possible.

## **Child Carseats**

*RS 32:295*

Clients or occupants who require a car seat **MUST** provide the car seat for the transport. The Louisiana Highway Safety Commission believes that child safety seats provide infants and young children the absolute best protection in the vehicle. Below is a summary of Louisiana child car seat laws:



The Child Occupant Seatbelt Law requires children from 6 to 12 years old to be restrained by a lap belt, shoulder harness, or an age/size appropriate child safety or booster seat. If your child fits within more than one category due to age or weight, please place him or her in the more protective option.

<b>Louisiana Child Passenger Seat Law/Best Practice</b>	
<b>Age/Size (State Law)</b>	<b>Restraint Use (State Law)</b>
Birth to at least 1 year or less than 20 pounds	Ride rear-facing in an infant or convertible seat
1 year old, but younger than 4 years old or 20 to 40 pounds	Ride forward-facing in convertible or combination seat (used with the internal harness)
4 year old, but younger than 6 years old and weighs 40 to 60 pounds	Ride in a belt-positioning booster seat (backless or high-backed)
6 years old and weighs more than 60 Pounds	Ride using the vehicle lap-shoulder belt or belt-positioning booster seat
<b>Age/Size (Recommended Practice)</b>	<b>Restraint Use (Recommended Practice)</b>
Birth to 2 years old	Ride rear-facing in an infant (that meets weight requirements for seat) or convertible seat
3 year old and weighs 20 to 40 pounds	Ride forward-facing in convertible or combination seat (used with the internal harness)
4 to 6 year old, weighs less than 60 pounds, and not 4'9"	Ride in a belt-positioning booster seat (backless of high-backed)
6 year old, weighs more than 60 pounds, and 4'9"	Ride using the vehicle lap-shoulder belt

**Convertible seat:** May be used rear-facing (5-30 pounds) or forward facing to 40 pounds

**Combination seat:** May be used forward facing with internal harness to 40 pounds, then the harness is removed and it may be used as a belt-positioning booster with vehicle lap-shoulder belt to 80/100 pounds

**A child who because of age or weight can be placed in more than one category shall be placed in the more protective category.**

A child under the age of thirteen should ride in the rear seat position in the vehicle, if rear seats are available.

**Always read car seat instructions (for specific wt/ht limits) and the vehicles owner’s manual for installation guidance.**

## **Fire Extinguisher**

*RS 32:355*

A fire extinguisher is an essential piece of emergency equipment, which is why each of our Company vehicles are equipped with one. In order for a fire extinguisher to be effective, it must be properly used. In the event the fire extinguisher needs to be used, the sequence of steps to use the fire extinguisher is listed below.

- Pull Pin- every fire extinguisher should be equipped with a pin that prevents accidental discharge. This pin should be attached with a plastic seal that indicates that it has not been used since its last recharging. The pin must be pulled out before the extinguisher can be operated
- Aim Nozzle Toward Fire- depending on the type of extinguisher you are using, it may have a flexible tube, a fixed nozzle, or a cone-shaped nozzle that swivels. Aim this nozzle toward the base of the fire.
- Squeeze handle of extinguisher to discharge- discharge the fire extinguisher by squeezing the handle
- Sweep at the base of the fire- the discharge of the fire extinguisher must be aimed at the base of the fire. Use a regular sweeping motion at the base, covering that part of the fire closest to you and then move forward. If the fire flashes back on you, begin again, and maintain the sweeping motion.

If you have any questions about this sequence of steps, or general concerns about the fire extinguisher, please notify management.

## **Service Animals**

*RS 46:1953*

The Company supports a client and service animal relationship. Service animals are allowed to accompany a client during transport.

Service animals are socialized and trained to interact appropriately with other animals and people. However, it is possible that a service animal could be provoked and become aggressive. You may exclude a service animal from the company vehicle when the behavior of the animal poses a direct threat to the health or safety of others. If this is the case, please notify management of the situation.

The control of the service animal is the responsibility of the animals' partner. If an incident occurs while transporting a service animal, the accountability for damages or injuries should remain with the person responsible for the animal.

### Tips on Providing Assistance to passengers with Service Animals:

- Do not stereotype passengers based on their disabilities

- Ask the passenger how you can assist him or her
- Do not touch or give the service animal any commands unless asked to do so by its' partner
- If necessary, remind passengers that the service animal is working and not to distract it
- A service animal might board and exit with the passenger
- When a service animal must ride the lift, be extremely aware of safety. Their paws, tail, head or equipment may catch in the lift mechanism, causing severe injury to the animal.
- It is not appropriate for service animals to sit on the seat. The animal will usually lie on the floor next to its' partner.

## **Company Vehicle**

It is the responsibility of the employee to maintain sufficient fuel and oil levels in the Company vehicle.

Sufficient fuel levels can be maintained by using the gas charge card provided to each employee by management. Sufficient oil levels can be maintained by contacting management when the Company vehicle is below the required oil level needed to sustain maximum vehicle performance. Management will arrange a date and time for the oil change with a service facility, and cover the costs associated with the oil change. The employee is responsible for bringing the Company vehicle to the service facility on the arranged date and time to get the oil changed.

If an employee discovers any other vehicle-related issues, please contact management immediately.

## **Clients with Impairments**

### **Visually Impaired**

When offering assistance to a passenger who has visual impairments, speak to them in a normal tone, using normal terms. Address the passenger directly, as it will help the person locate you. Speak directly to the person; if your gaze wanders, your voice follows.

If you will be guiding a passenger who is blind, ask how you may assist them. Follow the passenger's instructions as long as safety is not compromised. Stand alongside and slightly ahead of the person you are guiding. If you are assisting an individual using a "white cane" provide assistance on the side they are not using the cane.

Walk at a normal pace or a pace comfortable for you and the person you are guiding. Alert the person to changes in the walking surface (uneven sidewalk, grass, carpet, etc.) and surrounding obstructions.

Hesitate before going up or down steps or curbs and make certain you vocally indicate the need to “step up” or “step down”.

Use the word “STOP”. It only has one meaning—cease doing what you are doing.

When showing a person who is blind to a seat, place his or her hand on the back of it. Do not try to push the person into the seat. In almost all cases the person will use his or her sense of touch to determine the type, height and width of the seat prior to sitting down.

## **Hearing Impaired**

The major barrier facing a person with a hearing impairment is one of communication. Unable to benefit from communication, persons with severe hearing impairment rely on their eyes for signals, which aids in understanding.

- Speak clearly and distinctly, do not exaggerate words.
- Use normal speed unless asked to slow down.
- Provide a clear view of your mouth; waving your hands or holding something in front of your lips makes lip reading impossible.
- Try not to stand in front of a light source such as a window; the person may find it difficult to see your face, which would be silhouetted in the light making it almost impossible for lip reading.
- Use normal tone of voice unless you are asked to raise your voice. Shouting will be of no help.
- If your passenger with a hearing impairment is traveling with an interpreter, speak directly to the hearing impaired passenger and not the interpreter.



## Certifications

### **Wheelchair Securement Certification**

The nature of the job requires all employees to possess a current wheelchair securement certification.

Employees have approximately 90 days from the time of hire to obtain a current wheelchair securement certification. The certification includes training and a test.

Employees hired before **January 1, 2015** are automatically grandfathered into the wheelchair securement certification policy.

## Leaving the Company

### **Separation**

You and the Company both have an equal right to terminate your employment at any time. When you leave us, we expect you to return anything of ours you have given, including keys, gas charge cards, etc.