

Non-Emergency Medical Transportation (NEMT) Driver Orientation Policy

Purpose: This policy ensures that all new Mavride LLC drivers undergo a comprehensive orientation process to prepare them for safe, compliant, and professional service.

Scope: This policy applies to all new drivers employed by or contracted with Mavride LLC.

Policy Statement: Mavride LLC is committed to equipping new NEMT drivers with the knowledge, skills, and resources they need to perform their duties with excellence and confidence.

Driver Orientation Requirements:

1. **Company Overview:**
Introduction to MavRide LLC's mission, values, and expectations.
2. **Policies and Procedures:**
Thorough review of company policies including safety protocols, incident reporting, and customer service standards.
3. **Defensive Driving and Road Safety:**
Training on defensive driving techniques, road safety regulations, and accident prevention.
4. **Passenger Assistance:**
Hands-on training for assisting ambulatory, wheelchair-bound, and stretcher clients, including proper use of safety equipment.
5. **HIPAA and Confidentiality:**
Instruction on patient privacy laws and maintaining confidentiality in all client interactions.
6. **CPR and First Aid:**
Completion of CPR and First Aid certification, if not already certified.
7. **Vehicle Operations:**
Training on vehicle inspections, cleanliness standards, maintenance responsibilities, and fuel efficiency practices.
8. **Documentation and Reporting:**
Guidance on completing trip logs, timesheets, and incident reports accurately and timely.
9. **Technology Training:**
Orientation on the use of dispatch apps, GPS navigation, and other company technology systems.

Documentation:

- Orientation completion records and signed acknowledgment forms will be kept in each driver's personnel file.

Policy Review: This policy will be reviewed annually and updated to ensure it aligns with company goals and industry best practices.

Acknowledgment: All drivers must sign an acknowledgment form confirming they have read, understood, and agreed to adhere to this driver performance policy

Effective Date:

Remilekun Sebolatan
Chief Operating Officer,
Mavride LLC

Independent Contractor