

## **Non-Emergency Medical Transportation (NEMT) Annual Training Policy**

**Purpose:** This policy ensures that all Mavride LLC drivers participate in annual training to maintain a high standard of safety, professionalism, and compliance with industry regulations.

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

**Policy Statement:** Mavride LLC is dedicated to providing annual training for all NEMT drivers to ensure continuous improvement, regulatory compliance, and enhanced customer service.

### **Annual Training Requirements:**

- 1. Annual Defensive Driving Course:**

All drivers must complete an annual defensive driving course to reinforce safe driving habits and mitigate risks.

- 2. CPR and First Aid Recertification:**

Drivers must maintain current CPR and First Aid certification with annual recertification.

- 3. HIPAA and Confidentiality Refresher:**

Annual training on HIPAA compliance and patient confidentiality to protect client information.

- 4. Customer Service and Sensitivity Training:**

Annual refresher courses on professional conduct, dealing with diverse populations, and providing compassionate service.

- 5. Safety and Emergency Protocols:**

Annual review of accident/incident procedures, emergency evacuation, and passenger assistance techniques.

- 6. Vehicle Safety and Maintenance Updates:**

Annual training on vehicle inspection, maintenance procedures, and cleanliness standards.

- 7. Regulatory Updates:**

Annual briefing on state and federal transportation law updates and changes in industry regulations.

**Non-Compliance:** Drivers will not be permitted to transport clients until all orientation components are successfully completed.

**Policy Review:** This policy will be reviewed annually and updated as needed to reflect best practices and regulatory requirements.

Effective Date:

---

Remilekun Sebolatan

Chief Operating Officer,

Mavride LLC

---

Independent Contractor