

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