**4.21 DRIVER TRAINING**

**Purpose:** To ensure all drivers employed by the company receive all the required training.

**Policy:** The company will ensure all drivers upon hire receive the following training:

* General orientation
* Customer service, courtesy, and sensitivity awareness
* Driver conduct
* Vehicle orientation, pre-trip inspections
* National Safety Council DDC-4 defensive driving course (or approved equivalent)
* Passenger assistance techniques course (or approved equivalent)
* Proper handling and securement of mobility aids
* Record keeping requirements
* Emergency procedures
* Use of a "spill kit" and the removal of biohazards
* Passenger Confidentiality-HIPAA

All drivers must attend the training and produce certificate of completion before driving.

Records of training attendance and certificate of completion shall be kept in the employee’s file.