

Code of Conduct DRIVERS AND ATTENDANTS

As a driver or attendant for _____, I understand that I am providing Participants access to necessary medical care, and that I have a heightened responsibility to ensure the privacy, security, and safety of the Participants who ride with me. I also understand that these trips are paid for by public healthcare funds, and that fraud, waste, or abuse may subject me to criminal and/or civil liability.

By signing below, I agree to the following:

I will ...	I will <u>NOT</u> ...
Identify myself by name and company at the beginning of every trip.	Solicit or accept controlled substances, alcohol, or medications from Participants.
Keep my identification clearly visible while on duty.	Solicit or accept money (including tips or gifts) from Participants.
Provide Participants with dignified boarding assistance to the seating portion of the vehicle.	Use any alcohol, narcotics, illegal or prescription drugs, whatsoever, or any over-the-counter medication that impairs my ability to my job.
Keep the Participants' safety at the heart of all I do.	Enter the home or residence of a Participant while on duty.
Be cognizant of and sensitive to Participants' needs, cultural diversity, and communication requirements.	Make sexually explicit comments, solicit sexual favors, or engage in sexual activity while performing my job duties.
Be courteous, patient, and helpful to all Participants.	Wear any type of headphones while on duty.
Be neat and clean in appearance while on duty.	Transport more passengers and the vehicle's capacity.
Notify my employer/provider if a Participant has been assigned to the wrong level of service.	Operate the vehicle with passenger doors in the open position.
Notify my employer/provider (or Transdev) if a Participant appears to be going to a non-medical service.	Operate the vehicle with inoperable passenger doors or other identified safety issue.
Park so that Participants do not have to cross streets to reach my vehicle or the destination.	Refuel while a Participant is on board.
Appropriately use the wheelchair securement devices and store mobility devices, when needed.	Transport a Participant to any location other than what is provided on the Trip Order/Dispatch.
Immediately notify my employer/provider if I receive a notice of license suspension, cancellation, or revocation.	Transfer a Participant from one vehicle to another during transport, except in the case of mechanical breakdown, accident, or other emergency.
Immediately notify my employer/provider of any traffic violation/citation, even if not on duty at the time.	Abandon a Participant in the vehicle.
Abide by the HIPPA regulations, protect the privacy and security of Participants' information, and report any potential security incidents to my employer/provider and/or Transdev immediately.	Place or accept calls or texts at any time during transport, unless safely parked.

Provider Name (Company)

Driver/Attendant Name (PRINT)

Date

Driver/Attendant Signature

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