

Application for Motor Common Carrier of Persons in Paratransit Service

THIS APPLICATION IS TO BE USED FOR COMMON CARRIER PASSENGER SERVICE WHEN PROVIDING TRANSPORTATION ON A NONEXCLUSIVE, ADVANCE RESERVATION BASIS.

1. **Legal Name of Applicant** (Individual, Partnership or Corporation)

NaviCARE LLC.

- If you are an individual who has not formed any type of corporate entity, you should enter your name **as it will appear on your insurance documents**.
- If you are filing for a partnership, but **not a limited liability partnership**, the names of all partners must be entered on this line. Those names should be entered **as they will appear on your insurance documents**. This includes husbands and wives filing jointly.
- If you are filing for a corporate entity (corporation, limited liability company, or limited liability partnership), **even if you are the sole shareholder member**, you must enter the name **exactly as it appears on the registration papers from the Corporation Bureau of the Pennsylvania Department of State**.

2. **Trade Name** (Attach a copy of fictitious name registration if applicable)

This is any name which you will be operating under which differs from the **LEGAL NAME OF APPLICANT**. A **TRADE NAME** is considered a **FICTITIOUS NAME** if the identity of the applicant cannot be readily determined. *EXAMPLE: John Doe is the applicant and wants to use the name "Johnboy Vans" as his trade name. People cannot readily determine that John Doe is the actual operator; therefore, the name is fictitious and must be registered as such. Trade names such as "John Doe Vans" or "J. Doe Vans" are not considered fictitious and would not have to be registered.*

3. **Do you currently hold PUC Authority?** NO **Previous Authority?** NO

If YES, at PUC No. A- _____

4. **Are you a business entity registered with the PA Dept. of State?** NO

If NO, you must register (see checklist on how to register)

If YES, provide your PA Corporation Bureau Entity ID Number _____ 14783276

(See checklist and indicate type of business entity registered)

10. Describe the service area proposed by this application.

(Use the space below or attach additional sheet if space provided is not sufficient).

TO TRANSPORT PEOPLE IN WHEELCHAIR AND STRETCHER VANS FROM POINTS IN THE CITY OF ERIE TO POINTS THROUGHOUT ERIE COUNTY.

Examples:

- *To transport people whose personal convictions prevent them from owning or operating motor vehicles from points in Lancaster County to points in PA, and return.*
- *To transport people from the city and county of Philadelphia to correctional facilities in PA, and return.*
- *To transport people in wheelchair and stretcher vans from points in the city of Pittsburgh to points in Allegheny County, and return.*
- *To transport people between points in Northumberland County.*

11. Certification:

Applicant certifies that it is not now engaged in unauthorized intrastate transportation for compensation between points in Pennsylvania and will not engage in said transportation unless and until authorization is received from the Pennsylvania Public Utility Commission.

Applicant further certifies that it understands the requirements of the Pennsylvania Public Utility Commission, especially as they relate to safety and insurance and that it may be subject to civil penalties, suspension or cancellation of the Certificate for failure to comply with Commission requirements.

Applicant further certifies that it understands that it is subject to an annual assessment based upon its reported gross Pennsylvania intrastate revenues; said assessment to help defray expenses incurred in regulating Motor Common Carriers of Persons in Paratransit Service; and acknowledges that failure to report revenue and pay its annual assessment may result in civil penalties, suspension or cancellation of the certificate.

Verification of Application

I/We hereby state that the statement(s) made in this application is/are true and correct to the best of my/our knowledge and belief.

The undersigned understands that false statements herein are made subject to the penalties of 18 Pa. C.S. Section 4904 relating to unsworn falsification to authorities.

THIANNA KIRTON

(Print Name)



10/24/2025

(Signature)

(Date)

The verification of the application must be completed by the applicant appearing on Line 1 of the application by the named individual, all partners if a partnership, a member (if a limited liability company), or by the President or Secretary (if a corporation).

VERIFIED STATEMENT OF APPLICANT

THE FOLLOWING INFORMATION IS REQUIRED BY THE COMMISSION TO DETERMINE THE APPLICANT'S FITNESS TO OPERATE. STATEMENTS SHOULD BE TYPED OR PRINTED. ILLEGIBLE STATEMENTS WILL DELAY YOUR APPLICATION.

NaviCARE LLC			
Legal Name of Applicant			
Trade Name, if any			
502 W 7TH ST. STE 100	ERIE	PA	16502-1333
Street Address (principal place of business)	City or Municipality	State	Zip Code

The Verified Statement of the Applicant factual details about your proposed transportation service. Your Verified Statement must answer all of the items listed below and on the following pages. Provide as much information as possible to prevent delay in processing your application. If you need more space to provide your answer, please attach additional pages identifying the appropriate item number.

1. Identify the person making the Verified Statement on behalf of the applicant. If an employee/officer of applicant is making the statement, give name, title, business address and telephone number.

Person Verifying Statement: Thianna Kirton, President

**Business Address: 502 W 7TH ST. STE 100
ERIE, PA 16502-1333**

Phone Number: 267 - 233- 2853

2. List the applicant's affiliation (owner, manager, controls) with any other carrier, with the description of affiliation.

Applicant has no other affiliations

3. Describe your facilities, record maintenance plan and your communication network. Please include a description of your physical location, to including office machines that will be utilized, and the facility to house vehicles. As a carrier of household goods in use, applicant should include a description of storage facilities, if applicable. Please include an explanation of your plan to maintain records required by the PUC, as well as normal business records. In regard to your communication network, please explain how you will receive customer requests for transportation, how you will dispatch the vehicles to fulfill the request, and how you will maintain continuous communication with your drivers.

Physical location includes a small office with computer, phone, fax machine and printer to staff administrative employee. Physical location also has a garage to house the company wheelchair/stretching van. Point of contact with crew will be maintained via telephone orchestrated by a dispatching software that provides client info and safety requirements for each service

*Client and operational data are maintained securely in accordance with privacy policies. Navicare uses both paper and electronic records, which are:
Stored in locked cabinets or secure servers
Accessible only to authorized personnel
Regularly backed up to prevent loss
Disposed of securely when no longer needed*

Booking can be made via:

Phone call

Online request form (if available)

Referral from medical or care facility Clients are encouraged to schedule rides at least 24 to 48 hours in advance

4. Please state the number of drivers you intend to use or hire in your business and explain why that number of drivers is appropriate for the size of the territory you will be serving. In addition, please explain:
- Your hiring standards for drivers;
 - Your system for conducting criminal background checks;
 - Your driver training program;
 - Your system for conducting driver license checks;
 - Your policies regarding alcohol and drug use by your drivers.

All applicants are subject to a structured hiring process, which may include:

- Completion of an employment application
- Background and criminal history checks
- Verification of required licenses or certifications
- Driving record checks (for driver roles)
- In-person or virtual interviews
- Pre-employment drug screening (as applicable)

Employment offers are contingent upon successful completion

All new hires must complete an orientation program before beginning active duties. This includes:

- Introduction to company policies and procedures
 - Review of the Employee Handbook
 - Vehicle operation and safety training
 - Client care and communication techniques
 - Emergency response protocols
- Orientation helps employees understand their roles and expectations at NaviCARE.

As a transportation company regulated by the Pennsylvania Public Utility Commission (PUC), NaviCARE requires background checks and appropriate driver clearances in compliance with all local, state, and federal regulations. All drivers must maintain an active driver's license, clean MVR, and any certifications required for transporting passengers with mobility impairments.

To ensure a safe work environment, NaviCARE prohibits the use, possession, or influence of drugs and alcohol during work hours or while operating company vehicles. Violation of this policy may result in immediate termination and legal consequences.

5. Please state the number of vehicles you plan to use in your business and why that number is appropriate to provide reasonable and efficient service to the territory you will be serving. If you have already obtained vehicles for your business, please list them in the chart below.

<u>YEAR</u>	<u>MAKE</u>	<u>MODEL</u>	<u>SEATING CAPACITY*</u>	<u>VEHICLE ID #</u>	<u>MILEAGE</u>
2017	RAM	PROMASTER 3500	8	PA CH-03	125,000

*Vehicles with seating capacity of more than 15 passengers, including driver, can't be used in paratransit service.

6. Describe your vehicle safety program. Please include the following in your explanation:
- Your periodic vehicle maintenance plan
 - Your system for ensuring your vehicles will continuously comply with applicable Pennsylvania vehicle equipment standards (67 Pa. Code, Chapter 175).

To ensure safety and reliability, each NaviCARE vehicle follows a structured preventive maintenance schedule. This includes:

- Oil Change & Fluids Check: Every 3,000–5,000 miles or per manufacturer guidelines
 - Brake & Tire Inspection: Monthly or every 5,000 miles
 - Lift/Ramp Maintenance: Monthly functional check and lubrication
 - Annual Safety Inspection: Per Pennsylvania Department of Transportation (PennDOT) requirements
- All maintenance activities must be logged and documented in the company's vehicle maintenance file.

Before each shift, drivers are required to complete a Vehicle Pre-Trip Inspection, which includes checking the following:

- Tires (pressure and condition)
- Lights, signals, and horn
- Brakes and steering
- Lift/ramp functionality
- Securement systems
- Cleanliness (interior and exterior)
- Fuel and fluid levels
- Emergency equipment availability

7. Please explain what steps you have taken to determine if you can obtain insurance and pay the required insurance premiums.

WE'VE CONTACTED AN INSURANCE BROKER AND OBTAINED A QUOTE. WE HAVE THE FUNDS AVAILABLE AND ON STANDBY TO OBTAIN INSURANCE FOR NAVICARE

8. State whether the applicant has been convicted of a misdemeanor or felony. If applicant is partnership, limited liability partnership, corporation, or limited liability company this question applies to all members, officers, and/or shareholders. If "YES", explain.

_____ YES x NO

9. Financial Data. Complete the "Statement of Financial Position", which follows this page. Please feel free to also provide additional information explaining why you believe you have sufficient funds to ensure your transportation business can provide reliable service to the public in a safe manner.

Verification of Statement

The undersigned deposes and says that he/she is authorized to and does make this verification and that the facts set forth therein are true and correct to the best of his/her knowledge, information, and belief. The undersigned understands that false statements herein are made subject to penalties of 18 Pa. C. S. Section 4904 relating to unsworn falsification to authorities.



(Signature)

THIANNA KIRTON, PRESIDENT

(Name and Title, printed or typed)

10/24/25

(Date)

Statement of Financial Position (Balance Sheet)
As of (date) 10/24/2025

ASSETS

Current Assets			
Cash		<u>\$20,000</u>	
Other Current Assets (specify)	WHEELCHAIR VAN	<u>\$15,000</u>	
Total Current Assets			<u>\$35,000</u>
Tangible Assets			
Motor Vehicle Equipment		<u>\$4,000</u>	
Property (buildings, land, etc.)	RENTING	<u></u>	
Office Equipment			<u>\$3,500</u>
TOTAL ASSETS			<u>\$42,500</u>

LIABILITIES

Current Liabilities (Due within one year of date)			
Loans		<u>\$1,268.67</u>	
Credit cards/revolving credit		<u>568</u>	
Other Liabilities (Attach schedule)		<u></u>	
Total Current Liabilities			<u>1,836.67</u>
Long Term Liabilities (Due after one year of date)			
Mortgage		<u>0</u>	
Long term commercial loan		<u>\$12,000</u>	
Other Liabilities (Attach Schedule)		<u></u>	
Total Long-Term Liabilities			<u>12,000</u>
TOTAL LIABILITIES			<u>13,836.67</u>

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INTRODUCTION

1.1 Company Overview

NaviCARE is a Non-Emergency Medical Transportation (NEMT) provider based in **Doylestown, Pennsylvania**. The company specializes in **wheelchair and stretcher transport services**, serving individuals who require safe, reliable, and compassionate transportation to and from medical appointments, facilities, and personal care destinations. With a focus on quality and professionalism, NaviCARE operates with a growing fleet of vehicles and a team of trained drivers dedicated to client comfort and care.

1.2 Mission & Vision

Mission:

To provide dependable, accessible, and respectful non-emergency medical transportation services to individuals with mobility challenges, ensuring timely arrivals and a safe, comfortable journey every time.

Vision:

To become a trusted leader in NEMT services in Pennsylvania by setting the standard for excellence in patient-centered transport solutions.

1.3 Business Goals

- Deliver high-quality, on-time medical transportation for individuals with mobility needs
- Build strong partnerships with healthcare providers and community organizations
- Expand operational capacity while maintaining excellence in service and compliance

- Promote brand awareness through community engagement and professional reputation

1.4 Scope of Services

NaviCARE provides non-emergency transportation for the following:

- Wheelchair-bound patients
- Stretcher transport for non-ambulatory individuals
- Transport to hospitals, clinics, rehabilitation centers, dialysis appointments, and other medical facilities
- Assistance with door-to-door and curb-to-curb service

Services are tailored to meet the needs of **disabled patients** and individuals who require support beyond what standard transit options provide. Every trip is handled with safety, professionalism, and care.

ORGANIZATIONAL STRUCTURE

2.1 Ownership & Management

NaviCARE is a privately owned Non-Emergency Medical Transportation company founded by **Thianna Kirton**. As the owner and operator, Ms. Kirton is responsible for overseeing day-to-day operations, ensuring regulatory compliance, managing staff, and maintaining the company's commitment to quality service.

2.2 Staffing Plan

NaviCARE currently operates with the following team structure:

- **Owner/Administrator (1):** Oversees operations, compliance, and strategic direction
- **Drivers (4):** Trained in wheelchair and stretcher transport, responsible for safe and timely service
- **Support Roles (as needed):** May include dispatch, scheduling, and administrative support as the company grows

All staff members are required to complete appropriate training and meet the qualifications outlined in the Driver Policies section of this manual.

2.3 Roles & Responsibilities

Owner/Administrator

- Ensure compliance with all Pennsylvania PUC and NEMT regulatory requirements
- Oversee staff hiring, training, and scheduling
- Manage fleet maintenance and service records
- Maintain relationships with clients, facilities, and community partners •
Oversee marketing efforts and strategic growth

Drivers

- Safely transport clients using wheelchair or stretcher vehicles
- Assist clients in and out of the vehicle with professionalism and care
- Perform pre- and post-trip vehicle inspections
- Maintain cleanliness and readiness of assigned vehicle
- Document transport activity and report incidents or delays

As NaviCARE grows, additional roles may be introduced to support dispatch operations, customer service, and billing functions.

CLIENT SERVICES

3.1 Eligibility Criteria

NaviCARE provides Non-Emergency Medical Transportation (NEMT) to individuals who meet the following criteria:

- Require wheelchair or stretcher transport due to a medical condition or physical disability
- Have a scheduled medical, rehabilitation, or personal care appointment
- Are physically stable and do not require emergency care
- Are residents of Doylestown, PA, or surrounding service areas

Clients must provide necessary medical or mobility-related documentation when required by the Pennsylvania Public Utility Commission (PUC) or funding agencies.

3.2 Booking & Scheduling Procedures

NaviCARE offers flexible scheduling options to meet clients' transportation needs.

Booking can be made via:

- Phone call
- Online request form (if available)
- Referral from medical or care facility

Clients are encouraged to schedule rides at least **24 to 48 hours in advance**. Same-day requests are accommodated based on availability.

The dispatcher (or administrator, if no dispatcher is in place) confirms all bookings, verifies service eligibility, and provides estimated pick-up and drop-off times.

3.3 Wheelchair & Stretcher Transport Protocols

NaviCARE follows strict safety protocols when transporting clients in wheelchairs or on stretchers:

Wheelchair Transport:

- Secure wheelchair using four-point tie-down system and occupant seatbelt
- Assist client with boarding and exiting vehicle as needed
- Perform safety checks before each trip

Stretcher Transport:

- Ensure stretcher is clean, secured, and fully functional before use
- Use approved loading systems for safe entry and exit
- Ensure client comfort and safety throughout the trip

3.4 Customer Service Standards

NaviCARE is committed to delivering courteous, respectful, and professional service. All staff members are trained to:

- Communicate clearly and respectfully with clients
- Respect client privacy and dignity at all times
- Provide assistance with mobility, as needed
- Remain punctual, professional, and properly attired
- Handle concerns or complaints promptly and professionally

Client satisfaction is central to NaviCARE's operations, and feedback is actively encouraged to improve service delivery.

VEHICLE OPERATIONS

4.1 Vehicle Types & Equipment

NaviCARE operates a fleet of two specially equipped vans designed for the safe transportation of clients using wheelchairs or stretchers. Each vehicle is outfitted with:

- ADA-compliant wheelchair lifts or ramps
- Securement systems for wheelchairs and stretchers
- Safety restraints for both clients and equipment

-
- First aid kit and fire extinguisher
 - Communication device (cell phone or radio)
 - GPS navigation system

All vehicles must meet state and federal safety standards and be fully insured.

4.2 Daily Inspection Checklist

Before each shift, drivers are required to complete a **Vehicle Pre-Trip Inspection**, which includes checking the following:

- Tires (pressure and condition)
- Lights, signals, and horn
- Brakes and steering
- Lift/ramp functionality
- Securement systems
- Cleanliness (interior and exterior)
- Fuel and fluid levels
- Emergency equipment availability

A completed inspection checklist must be submitted daily to the administrator or logged digitally. Any mechanical issues must be reported immediately and the vehicle taken out of service if safety is compromised.

4.3 Cleaning & Sanitation Procedures

Maintaining a clean and sanitary vehicle is essential for client safety and comfort.

Cleaning Protocols:

- **Daily:** Sweep, disinfect seats and handrails, clean windows, and empty trash
- **After Each Trip:** Sanitize areas contacted by clients, especially wheelchair tie-down points, handles, and seat belts

- **Weekly:** Deep clean including floors, ventilation system, and all surfaces

Drivers must wear gloves when cleaning or assisting clients, and all vehicles must be stocked with cleaning supplies and PPE.

4.4 Preventive Maintenance Schedule

To ensure safety and reliability, each NaviCARE vehicle follows a structured preventive maintenance schedule. This includes:

- **Oil Change & Fluids Check:** Every 3,000–5,000 miles or per manufacturer guidelines
- **Brake & Tire Inspection:** Monthly or every 5,000 miles
- **Lift/Ramp Maintenance:** Monthly functional check and lubrication
- **Annual Safety Inspection:** Per Pennsylvania Department of Transportation (PennDOT) requirements

All maintenance activities must be logged and documented in the company's vehicle maintenance file.

DRIVER POLICIES

5.1 Driver Requirements & Qualifications

All NaviCARE drivers must meet the following minimum requirements:

- Valid Pennsylvania driver's license (Class C or higher)
- Clean driving record with no recent major violations
- Must be at least 21 years of age
- Pass a pre-employment background check and drug screening
- Completion of First Aid/CPR certification
- Completion of NEMT-specific training including wheelchair/stretchers handling and passenger assistance

Drivers are required to carry their licenses at all times while on duty and must comply with all applicable state and local driving laws.

5.2 Background Checks & Drug Testing

NaviCARE maintains a **zero-tolerance policy** for substance abuse and prioritizes client safety through thorough screening:

- **Background Checks:** Conducted prior to hire and periodically, covering criminal history, driving record, and employment history
- **Drug Testing:**
 - Pre-employment
 - Random testing
 - Post-accident or reasonable suspiciontesting Any driver who fails or refuses a drug test will be immediately removed from duty and subject to termination.

5.3 Training & Orientation

All new drivers must complete an orientation and training program before transporting clients. Training includes:

- Company policies and procedures
- Defensive driving and safe vehicle operation
- Passenger sensitivity and assistance techniques
- Wheelchair and stretcher securement
- Emergency protocols and incident response
- HIPAA and confidentiality guidelines

Ongoing refresher training will be provided quarterly or as needed to address updates in policy or regulation.

5.4 Dress Code & Conduct

Drivers are expected to present themselves professionally and maintain a courteous, respectful attitude at all times.

Dress Code:

- Clean, company-branded polo or uniform shirt
- Closed-toe shoes (no sandals or sneakers)
- Photo ID badge visibly worn
- Neat grooming and hygiene

Professional Conduct Expectations:

- Arrive on time for scheduled shifts and appointments

- Use respectful and inclusive language with clients and staff
- No smoking, vaping, or phone use while driving or assisting clients
- Report any incidents or delays immediately
- Maintain confidentiality and comply with HIPAA standards

Violations of the code of conduct may result in disciplinary action, up to and including termination.

SAFETY PROCEDURES

6.1 Loading & Securing Mobility Devices

Ensuring the safety of passengers who use mobility aids is a top priority at NaviCARE.

Wheelchair Safety Protocol:

- Use a four-point tie-down system to secure the wheelchair to the floor of the vehicle
- Attach lap and shoulder restraints to secure the passenger
- Double-check all restraints before departure
- Only operate wheelchair lifts/ramps when the vehicle is parked, brakes are engaged, and doors are fully open

Stretcher Safety Protocol:

- Verify the stretcher is properly locked and secured to vehicle mounts
- Always fasten client with safety straps and secure head and foot areas
- Lift and load with two personnel when necessary, using proper body mechanics

Drivers must never transport clients who are not properly secured.

6.2 Emergency Protocols

NaviCARE maintains clear procedures to address medical or vehicle-related emergencies:

Medical Emergency:

- Pull over safely and call 911
- Stay with the client and provide basic first aid if certified to do so • Notify the administrator or dispatch immediately
- Complete an Incident Report Form after the situation is resolved

Vehicle Breakdown or Accident:

- Move to a safe location and turn on hazard lights
- Contact emergency services if necessary
- Notify the administrator and follow instructions

- Remain with the client until help arrives
- Document the incident in detail, including photos if possible

All vehicles must be equipped with a fire extinguisher, first aid kit, and reflective warning triangles.

6.3 Accident/Incident Reporting

Any accident, injury, client fall, equipment malfunction, or behavioral incident must be reported within **24 hours**.

Reporting Steps:

1. Ensure the client is safe and medical help is contacted if needed
2. Inform the owner/administrator immediately
3. Complete the NaviCARE Incident Report Form with full details
4. Submit the report for review and corrective action if required

Reports are reviewed to improve protocols and prevent future occurrences.

6.4 Infection Control Measures

NaviCARE is committed to protecting the health of both clients and staff through strict infection prevention protocols.

Hygiene & PPE:

- Drivers must wear gloves when assisting clients
 - Face masks must be worn during times of elevated health risk (e.g., flu season or pandemic)
 - Hand sanitizer must be available in all vehicles
- #### **Sanitization Procedures:**
- Disinfect high-touch surfaces after every trip
 - Deep clean vehicles daily
 - Dispose of contaminated PPE or waste in a safe and approved manner

All staff receive infection control training during onboarding and as health guidelines evolve.

COMPLIANCE & REGULATORY STANDARDS

7.1 Pennsylvania PUC Requirements

NaviCARE operates under the authority of the **Pennsylvania Public Utility Commission (PUC)**, which governs passenger transportation services in the state.

To remain in compliance, NaviCARE will:

- Maintain a valid PUC certificate to operate as a paratransit carrier
- Ensure all vehicles are registered, insured, and inspected according to state guidelines

- Keep accurate driver and vehicle records available for inspection
- Adhere to fare, route, and service area regulations as permitted by the PUC
- Respond promptly to any audit, investigation, or compliance inquiry from the Commission

The company will regularly review updates from the PUC to ensure continued alignment with transportation laws and public safety requirements.

7.2 HIPAA Compliance

Although NEMT providers are not direct healthcare providers, NaviCARE drivers and staff may be exposed to **Protected Health Information (PHI)** while serving clients.

To remain compliant with the **Health Insurance Portability and Accountability Act (HIPAA)**:

- All client information is treated as confidential
- Personal and medical details may only be shared with authorized individuals or healthcare partners
- Paperwork containing PHI must be stored securely and not left in vehicles
- Staff are trained to avoid discussing client health details in public or non-secure environments

Violation of HIPAA rules may result in disciplinary action, up to and including termination.

7.3 Insurance & Licensing

NaviCARE maintains the following required coverage and credentials:

- **Commercial Auto Insurance:** Covers liability, collision, and uninsured motorist claims
- **General Liability Insurance:** Protects against third-party claims for bodily injury or property damage

- **Workers' Compensation Insurance:** Required for employees, covering job-related injuries
- **Driver Licensing:** All drivers must hold valid, unrestricted licenses appropriate for NEMT operations
- **Vehicle Registration & Inspection:** All vans must be registered in Pennsylvania and pass annual DOT safety inspections

Proof of insurance and licensing is kept on file and updated regularly.

7.4 Recordkeeping

NaviCARE maintains organized and secure records for compliance, audits, and internal review.

Types of Records Maintained:

- Driver qualification files (license, background check, training records)
- Vehicle maintenance logs and inspection reports
- Trip logs and dispatch records
- Incident and accident reports
- Client service records (if applicable)
- Insurance certificates and permits
- HIPAA acknowledgment forms

All records are retained for at least **3–5 years** or as required by Pennsylvania regulations.

ADMINISTRATIVE PROCEDURES

8.1 Billing & Documentation

NaviCARE ensures accurate and timely billing for services rendered. All trips must be documented with:

- Client's name and contact information
- Date, time, and location of pick-up and drop-off
- Service type (wheelchair or stretcher)
- Driver's name and vehicle identification
- Any incidents or special notes

Invoices are generated based on documented trips and submitted to clients, insurers, or funding agencies promptly. Payment follow-up procedures are in place to address any overdue accounts professionally.

8.2 Data Management

Client and operational data are maintained securely in accordance with privacy policies.

NaviCARE uses both paper and electronic records, which are:

- Stored in locked cabinets or secure servers
- Accessible only to authorized personnel
- Regularly backed up to prevent loss
- Disposed of securely when no longer needed

8.3 Confidentiality & Privacy Policies

NaviCARE respects client privacy and confidentiality. Staff are required to:

- Keep all personal and health-related information confidential

- Share client information only on a need-to-know basis with authorized parties
- Avoid discussing client information in public or unsecured environments
- Comply with HIPAA and other relevant privacy regulations

8.4 Employee Recordkeeping

Personnel files are maintained for all employees and include:

- Employment applications and resumes
- Background check and drug test results
- Training certificates and continuing education records
- Performance evaluations and disciplinary actions
- Attendance and leave records

Employee records are stored securely and are accessible only to management and HR personnel.

EMPLOYEE HANDBOOK OVERVIEW

9.1 Purpose

The NaviCARE Employee Handbook serves as a comprehensive guide to company policies, expectations, and procedures. It is designed to help all employees understand their roles, responsibilities, and the standards that ensure safe, respectful, and efficient service delivery.

9.2 Employment Policies

This handbook outlines employment terms including hiring practices, equal opportunity, workplace conduct, attendance, and disciplinary procedures. NaviCARE is committed to fostering a positive and inclusive work environment for all staff members.

9.3 Code of Conduct

Employees are expected to maintain professional behavior at all times, demonstrating respect, integrity, and responsibility. The handbook details appropriate workplace behavior, dress code, communication standards, and use of company property.

9.4 Health & Safety

NaviCARE prioritizes employee health and safety by providing training, resources, and clear protocols. The handbook covers workplace safety rules, emergency procedures, and guidelines for reporting incidents or hazards.

9.5 Benefits & Compensation

Information on employee compensation, benefits eligibility, leave policies, and performance evaluations is included to ensure transparency and support workforce wellbeing.

9.6 Acknowledgment & Updates

All employees are required to read, understand, and acknowledge the policies outlined in this handbook. NaviCARE reserves the right to update or modify policies as needed and will communicate changes promptly.

MARKETING & COMMUNITY OUTREACH

10.1 Marketing Strategy

NaviCARE employs a targeted marketing approach to build brand awareness and attract clients, focusing on:

- **Foot-to-Pavement Outreach:** Distributing business cards and flyers in medical facilities, clinics, community centers, and senior living residences throughout Doylestown, PA.
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NaviCARE is committed to providing safe, reliable, and compassionate non-emergency medical transportation services to the disabled community in Doylestown, Pennsylvania. This Policy and Procedures Manual serves as the foundation for all operational, administrative, and compliance activities, ensuring that every aspect of the business aligns with industry standards, Pennsylvania Public Utility Commission (PUC) regulations, and healthcare privacy laws such as HIPAA.

Through clearly defined organizational structures, comprehensive client service protocols, and rigorous vehicle and driver policies, NaviCARE prioritizes the safety, dignity, and comfort of every passenger. The manual's detailed safety procedures and emergency response guidelines equip staff to handle any situation effectively, maintaining a secure environment for clients and employees alike.

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Ultimately, this manual is a living document that will evolve with NaviCARE's growth, industry advancements, and regulatory updates. By adhering to these policies and procedures, NaviCARE will consistently deliver exceptional transportation services that enhance the independence and well-being of its clients.

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INTRODUCTION

1.1 Company Overview

NaviCARE is a Non-Emergency Medical Transportation (NEMT) provider based in **Doylestown, Pennsylvania**. The company specializes in **wheelchair and stretcher transport services**, serving individuals who require safe, reliable, and compassionate transportation to and from medical appointments, facilities, and personal care destinations. With a focus on quality and professionalism, NaviCARE operates with a growing fleet of vehicles and a team of trained drivers dedicated to client comfort and care.

1.2 Mission & Vision

Mission:

To provide dependable, accessible, and respectful non-emergency medical transportation services to individuals with mobility challenges, ensuring timely arrivals and a safe, comfortable journey every time.

Vision:

To become a trusted leader in NEMT services in Pennsylvania by setting the standard for excellence in patient-centered transport solutions.

1.3 Business Goals

- Deliver high-quality, on-time medical transportation for individuals with mobility needs
- Build strong partnerships with healthcare providers and community organizations
- Expand operational capacity while maintaining excellence in service and compliance

- Promote brand awareness through community engagement and professional reputation

1.4 Scope of Services

NaviCARE provides non-emergency transportation for the following:

- Wheelchair-bound patients
- Stretcher transport for non-ambulatory individuals
- Transport to hospitals, clinics, rehabilitation centers, dialysis appointments, and other medical facilities
- Assistance with door-to-door and curb-to-curb service

Services are tailored to meet the needs of **disabled patients** and individuals who require support beyond what standard transit options provide. Every trip is handled with safety, professionalism, and care.

ORGANIZATIONAL STRUCTURE

2.1 Ownership & Management

NaviCARE is a privately owned Non-Emergency Medical Transportation company founded by **Thianna Kirton**. As the owner and operator, Ms. Kirton is responsible for overseeing day-to-day operations, ensuring regulatory compliance, managing staff, and maintaining the company's commitment to quality service.

2.2 Staffing Plan

NaviCARE currently operates with the following team structure:

- **Owner/Administrator (1):** Oversees operations, compliance, and strategic direction
- **Drivers (4):** Trained in wheelchair and stretcher transport, responsible for safe and timely service
- **Support Roles (as needed):** May include dispatch, scheduling, and administrative support as the company grows

All staff members are required to complete appropriate training and meet the qualifications outlined in the Driver Policies section of this manual.

2.3 Roles & Responsibilities

Owner/Administrator

- Ensure compliance with all Pennsylvania PUC and NEMT regulatory requirements
- Oversee staff hiring, training, and scheduling
- Manage fleet maintenance and service records
- Maintain relationships with clients, facilities, and community partners •
Oversee marketing efforts and strategic growth

Drivers

- Safely transport clients using wheelchair or stretcher vehicles
- Assist clients in and out of the vehicle with professionalism and care
- Perform pre- and post-trip vehicle inspections
- Maintain cleanliness and readiness of assigned vehicle
- Document transport activity and report incidents or delays

As NaviCARE grows, additional roles may be introduced to support dispatch operations, customer service, and billing functions.

CLIENT SERVICES

3.1 Eligibility Criteria

NaviCARE provides Non-Emergency Medical Transportation (NEMT) to individuals who meet the following criteria:

- Require wheelchair or stretcher transport due to a medical condition or physical disability
- Have a scheduled medical, rehabilitation, or personal care appointment
- Are physically stable and do not require emergency care
- Are residents of Doylestown, PA, or surrounding service areas

Clients must provide necessary medical or mobility-related documentation when required by the Pennsylvania Public Utility Commission (PUC) or funding agencies.

3.2 Booking & Scheduling Procedures

NaviCARE offers flexible scheduling options to meet clients' transportation needs.

Booking can be made via:

- Phone call
- Online request form (if available)
- Referral from medical or care facility

Clients are encouraged to schedule rides at least **24 to 48 hours in advance**. Same-day requests are accommodated based on availability.

The dispatcher (or administrator, if no dispatcher is in place) confirms all bookings, verifies service eligibility, and provides estimated pick-up and drop-off times.

3.3 Wheelchair & Stretcher Transport Protocols

NaviCARE follows strict safety protocols when transporting clients in wheelchairs or on stretchers:

Wheelchair Transport:

- Secure wheelchair using four-point tie-down system and occupant seatbelt
- Assist client with boarding and exiting vehicle as needed
- Perform safety checks before each trip

Stretcher Transport:

- Ensure stretcher is clean, secured, and fully functional before use
- Use approved loading systems for safe entry and exit
- Ensure client comfort and safety throughout the trip

3.4 Customer Service Standards

NaviCARE is committed to delivering courteous, respectful, and professional service. All staff members are trained to:

- Communicate clearly and respectfully with clients
- Respect client privacy and dignity at all times
- Provide assistance with mobility, as needed
- Remain punctual, professional, and properly attired
- Handle concerns or complaints promptly and professionally

Client satisfaction is central to NaviCARE's operations, and feedback is actively encouraged to improve service delivery.

VEHICLE OPERATIONS

4.1 Vehicle Types & Equipment

NaviCARE operates a fleet of two specially equipped vans designed for the safe transportation of clients using wheelchairs or stretchers. Each vehicle is outfitted with:

- ADA-compliant wheelchair lifts or ramps
- Securement systems for wheelchairs and stretchers
- Safety restraints for both clients and equipment

-
- First aid kit and fire extinguisher
 - Communication device (cell phone or radio)
 - GPS navigation system

All vehicles must meet state and federal safety standards and be fully insured.

4.2 Daily Inspection Checklist

Before each shift, drivers are required to complete a **Vehicle Pre-Trip Inspection**, which includes checking the following:

- Tires (pressure and condition)
- Lights, signals, and horn
- Brakes and steering
- Lift/ramp functionality
- Securement systems
- Cleanliness (interior and exterior)
- Fuel and fluid levels
- Emergency equipment availability

A completed inspection checklist must be submitted daily to the administrator or logged digitally. Any mechanical issues must be reported immediately and the vehicle taken out of service if safety is compromised.

4.3 Cleaning & Sanitation Procedures

Maintaining a clean and sanitary vehicle is essential for client safety and comfort.

Cleaning Protocols:

- **Daily:** Sweep, disinfect seats and handrails, clean windows, and empty trash
- **After Each Trip:** Sanitize areas contacted by clients, especially wheelchair tie-down points, handles, and seat belts

- **Weekly:** Deep clean including floors, ventilation system, and all surfaces

Drivers must wear gloves when cleaning or assisting clients, and all vehicles must be stocked with cleaning supplies and PPE.

4.4 Preventive Maintenance Schedule

To ensure safety and reliability, each NaviCARE vehicle follows a structured preventive maintenance schedule. This includes:

- **Oil Change & Fluids Check:** Every 3,000–5,000 miles or per manufacturer guidelines
- **Brake & Tire Inspection:** Monthly or every 5,000 miles
- **Lift/Ramp Maintenance:** Monthly functional check and lubrication
- **Annual Safety Inspection:** Per Pennsylvania Department of Transportation (PennDOT) requirements

All maintenance activities must be logged and documented in the company's vehicle maintenance file.

DRIVER POLICIES

5.1 Driver Requirements & Qualifications

All NaviCARE drivers must meet the following minimum requirements:

- Valid Pennsylvania driver's license (Class C or higher)
- Clean driving record with no recent major violations
- Must be at least 21 years of age
- Pass a pre-employment background check and drug screening
- Completion of First Aid/CPR certification
- Completion of NEMT-specific training including wheelchair/stretchers handling and passenger assistance

Drivers are required to carry their licenses at all times while on duty and must comply with all applicable state and local driving laws.

5.2 Background Checks & Drug Testing

NaviCARE maintains a **zero-tolerance policy** for substance abuse and prioritizes client safety through thorough screening:

- **Background Checks:** Conducted prior to hire and periodically, covering criminal history, driving record, and employment history
- **Drug Testing:**
 - Pre-employment
 - Random testing
 - Post-accident or reasonable suspiciontesting Any driver who fails or refuses a drug test will be immediately removed from duty and subject to termination.

5.3 Training & Orientation

All new drivers must complete an orientation and training program before transporting clients. Training includes:

- Company policies and procedures
- Defensive driving and safe vehicle operation
- Passenger sensitivity and assistance techniques
- Wheelchair and stretcher securement
- Emergency protocols and incident response
- HIPAA and confidentiality guidelines

Ongoing refresher training will be provided quarterly or as needed to address updates in policy or regulation.

5.4 Dress Code & Conduct

Drivers are expected to present themselves professionally and maintain a courteous, respectful attitude at all times.

Dress Code:

- Clean, company-branded polo or uniform shirt
- Closed-toe shoes (no sandals or sneakers)
- Photo ID badge visibly worn
- Neat grooming and hygiene

Professional Conduct Expectations:

- Arrive on time for scheduled shifts and appointments

- Use respectful and inclusive language with clients and staff
- No smoking, vaping, or phone use while driving or assisting clients
- Report any incidents or delays immediately
- Maintain confidentiality and comply with HIPAA standards

Violations of the code of conduct may result in disciplinary action, up to and including termination.

SAFETY PROCEDURES

6.1 Loading & Securing Mobility Devices

Ensuring the safety of passengers who use mobility aids is a top priority at NaviCARE.

Wheelchair Safety Protocol:

- Use a four-point tie-down system to secure the wheelchair to the floor of the vehicle
- Attach lap and shoulder restraints to secure the passenger
- Double-check all restraints before departure
- Only operate wheelchair lifts/ramps when the vehicle is parked, brakes are engaged, and doors are fully open

Stretcher Safety Protocol:

- Verify the stretcher is properly locked and secured to vehicle mounts
- Always fasten client with safety straps and secure head and foot areas
- Lift and load with two personnel when necessary, using proper body mechanics

Drivers must never transport clients who are not properly secured.

6.2 Emergency Protocols

NaviCARE maintains clear procedures to address medical or vehicle-related emergencies:

Medical Emergency:

- Pull over safely and call 911
- Stay with the client and provide basic first aid if certified to do so • Notify the administrator or dispatch immediately
- Complete an Incident Report Form after the situation is resolved

Vehicle Breakdown or Accident:

- Move to a safe location and turn on hazard lights
- Contact emergency services if necessary
- Notify the administrator and follow instructions

- Remain with the client until help arrives
- Document the incident in detail, including photos if possible

All vehicles must be equipped with a fire extinguisher, first aid kit, and reflective warning triangles.

6.3 Accident/Incident Reporting

Any accident, injury, client fall, equipment malfunction, or behavioral incident must be reported within **24 hours**.

Reporting Steps:

1. Ensure the client is safe and medical help is contacted if needed
2. Inform the owner/administrator immediately
3. Complete the NaviCARE Incident Report Form with full details
4. Submit the report for review and corrective action if required

Reports are reviewed to improve protocols and prevent future occurrences.

6.4 Infection Control Measures

NaviCARE is committed to protecting the health of both clients and staff through strict infection prevention protocols.

Hygiene & PPE:

- Drivers must wear gloves when assisting clients
 - Face masks must be worn during times of elevated health risk (e.g., flu season or pandemic)
 - Hand sanitizer must be available in all vehicles
- #### **Sanitization Procedures:**
- Disinfect high-touch surfaces after every trip
 - Deep clean vehicles daily
 - Dispose of contaminated PPE or waste in a safe and approved manner

All staff receive infection control training during onboarding and as health guidelines evolve.

COMPLIANCE & REGULATORY STANDARDS

7.1 Pennsylvania PUC Requirements

NaviCARE operates under the authority of the **Pennsylvania Public Utility Commission (PUC)**, which governs passenger transportation services in the state.

To remain in compliance, NaviCARE will:

- Maintain a valid PUC certificate to operate as a paratransit carrier
- Ensure all vehicles are registered, insured, and inspected according to state guidelines

- Keep accurate driver and vehicle records available for inspection
- Adhere to fare, route, and service area regulations as permitted by the PUC
- Respond promptly to any audit, investigation, or compliance inquiry from the Commission

The company will regularly review updates from the PUC to ensure continued alignment with transportation laws and public safety requirements.

7.2 HIPAA Compliance

Although NEMT providers are not direct healthcare providers, NaviCARE drivers and staff may be exposed to **Protected Health Information (PHI)** while serving clients.

To remain compliant with the **Health Insurance Portability and Accountability Act (HIPAA)**:

- All client information is treated as confidential
- Personal and medical details may only be shared with authorized individuals or healthcare partners
- Paperwork containing PHI must be stored securely and not left in vehicles
- Staff are trained to avoid discussing client health details in public or non-secure environments

Violation of HIPAA rules may result in disciplinary action, up to and including termination.

7.3 Insurance & Licensing

NaviCARE maintains the following required coverage and credentials:

- **Commercial Auto Insurance:** Covers liability, collision, and uninsured motorist claims
- **General Liability Insurance:** Protects against third-party claims for bodily injury or property damage

- **Workers' Compensation Insurance:** Required for employees, covering job-related injuries
- **Driver Licensing:** All drivers must hold valid, unrestricted licenses appropriate for NEMT operations
- **Vehicle Registration & Inspection:** All vans must be registered in Pennsylvania and pass annual DOT safety inspections

Proof of insurance and licensing is kept on file and updated regularly.

7.4 Recordkeeping

NaviCARE maintains organized and secure records for compliance, audits, and internal review.

Types of Records Maintained:

- Driver qualification files (license, background check, training records)
- Vehicle maintenance logs and inspection reports
- Trip logs and dispatch records
- Incident and accident reports
- Client service records (if applicable)
- Insurance certificates and permits
- HIPAA acknowledgment forms

All records are retained for at least **3–5 years** or as required by Pennsylvania regulations.

ADMINISTRATIVE PROCEDURES

8.1 Billing & Documentation

NaviCARE ensures accurate and timely billing for services rendered. All trips must be documented with:

- Client's name and contact information
- Date, time, and location of pick-up and drop-off
- Service type (wheelchair or stretcher)
- Driver's name and vehicle identification
- Any incidents or special notes

Invoices are generated based on documented trips and submitted to clients, insurers, or funding agencies promptly. Payment follow-up procedures are in place to address any overdue accounts professionally.

8.2 Data Management

Client and operational data are maintained securely in accordance with privacy policies.

NaviCARE uses both paper and electronic records, which are:

- Stored in locked cabinets or secure servers
- Accessible only to authorized personnel
- Regularly backed up to prevent loss
- Disposed of securely when no longer needed

8.3 Confidentiality & Privacy Policies

NaviCARE respects client privacy and confidentiality. Staff are required to:

- Keep all personal and health-related information confidential

- Share client information only on a need-to-know basis with authorized parties
- Avoid discussing client information in public or unsecured environments
- Comply with HIPAA and other relevant privacy regulations

8.4 Employee Recordkeeping

Personnel files are maintained for all employees and include:

- Employment applications and resumes
- Background check and drug test results
- Training certificates and continuing education records
- Performance evaluations and disciplinary actions
- Attendance and leave records

Employee records are stored securely and are accessible only to management and HR personnel.

EMPLOYEE HANDBOOK OVERVIEW

9.1 Purpose

The NaviCARE Employee Handbook serves as a comprehensive guide to company policies, expectations, and procedures. It is designed to help all employees understand their roles, responsibilities, and the standards that ensure safe, respectful, and efficient service delivery.

9.2 Employment Policies

This handbook outlines employment terms including hiring practices, equal opportunity, workplace conduct, attendance, and disciplinary procedures. NaviCARE is committed to fostering a positive and inclusive work environment for all staff members.

9.3 Code of Conduct

Employees are expected to maintain professional behavior at all times, demonstrating respect, integrity, and responsibility. The handbook details appropriate workplace behavior, dress code, communication standards, and use of company property.

9.4 Health & Safety

NaviCARE prioritizes employee health and safety by providing training, resources, and clear protocols. The handbook covers workplace safety rules, emergency procedures, and guidelines for reporting incidents or hazards.

9.5 Benefits & Compensation

Information on employee compensation, benefits eligibility, leave policies, and performance evaluations is included to ensure transparency and support workforce wellbeing.

9.6 Acknowledgment & Updates

All employees are required to read, understand, and acknowledge the policies outlined in this handbook. NaviCARE reserves the right to update or modify policies as needed and will communicate changes promptly.

MARKETING & COMMUNITY OUTREACH

10.1 Marketing Strategy

NaviCARE employs a targeted marketing approach to build brand awareness and attract clients, focusing on:

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