



Rancho Los Amigos National Rehabilitation Center

ADMINISTRATIVE POLICY AND PROCEDURE

SUBJECT: "HOW AM I DRIVING?" PROGRAM

Policy No.: A414

Supersedes: February 1, 2016

Revision Date: October 15, 2021

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PURPOSE:

To promote employee awareness of the need for safe driving and demonstrate to the public that the Department of Health Services' drivers exemplify the Department's concern for public safety by driving in a cautious, courteous and lawful manner. The program will identify driver training needs and improve the safety record of the Department's drivers, thereby improving employee safety and reducing equipment damage and liability claims.

It is not the purpose of the program to generate punitive measures or imply distrust of Department employees. It is, however, prudent for Rancho to counsel, train, and informally or formally discipline employees who are reported to be driving in an unsafe or illegal manner.

POLICY:

It is the policy of Rancho Los Amigos National Rehabilitation Center to prominently display bumper stickers on all County vehicles registered with Rancho Los Amigos' Transportation Department. The vehicles will display on the rear bumper, a sticker that reads:

"HOW AM I DRIVING?"
CALL (800) 894-DRIV

TRANSPORTATION MANAGER RESPONSIBILITIES

- Ensures all County vehicles assigned to Rancho have a legible bumper sticker attached to the rear bumper.
- Conducts periodic checks to ensure bumper stickers are legible and intact.

SAFETY OFFICE RESPONSIBILITIES

- Participates in the investigation process and recommends remedial solutions.
- Maintains accurate records and monitors the effectiveness of the program

EFFECTIVE DATE: January 1, 1982

COUNTY OF LOS ANGELES • DEPARTMENT OF HEALTH SERVICES

APPROVED BY:

SUPERVISOR RESPONSIBILITIES

- Communicates the program to employees operating County vehicles in their assigned area.
- Ensures each County vehicle assigned has a legible bumper sticker.

- Investigates vehicle incidents and provides remedial solutions.

- Provides counseling and disciplinary measures where indicated.

EMPLOYEE RESPONSIBILITIES

- Exercises safe, courteous driving and obeys vehicle safety laws.

- Cooperates in the investigation process and the remedial solutions recommended.

- Reports vehicle safety hazards and complies with policies and procedures developed for the program.

PROCEDURES:

The program will be administered and monitored by Rancho's Facilities Management, Transportation Department. All employees are to comply with the policy and procedures developed for this program and adhere to the following:

1. Calls will be received by the Los Angeles County Internal Services Department (ISD). The initial information provided to ISD will include date/time of call, caller's name/address, telephone numbers of home/work, vehicle license number, and the date/time of incident. The caller will be informed that the report will be sent to him/her for completion of description of the incident. Incident packets are in each County vehicle for completion. The caller will be advised to return the report as soon as possible in order to process the investigation for appropriate action.

2. ISD will forward the report to the Department of Health Services - Human Resources (DHS-HR), who will contact the Rancho Los Amigos Safety Officer. The Safety Officer will conduct an investigation of the incident.

3. Upon receiving the report, the Safety Office will forward it to the employee's supervisor for investigation, comments and action taken. The Safety Office retains original for file.

4. If the report returns from the caller unsigned, no disciplinary action will be taken other than counseling the employee. Anonymous calls/complaints will not warrant disciplinary action.

5. Disciplinary Action:

ANONYMOUS COMPLAINTS

No formal written disciplinary action shall be taken against a DHS employee solely on the basis of anonymous driving-related complaints unless the veracity of the complaint is verified by a second source, such as a DHS employee or by the involved employee.

However, an anonymous complaint can be used along with a named complaint to justify disciplinary action. Discussion and investigation of all reported complaints shall be the supervisor's responsibility. Report of disciplinary actions resulting from investigations shall be sent to the Safety Office.

Upon receiving two or more anonymous complaints about a driver, the responsible work division shall forward all relevant recorded complaints to Rancho's Office of Human Resources for further investigation and action. While no formal disciplinary action will be taken, the employee, at the discretion of his/her supervisor or division head, may be scheduled for driver's training designed to improve his/her skills and concerns for safety.

NAMED COMPLAINTS

In cases where the complainant furnishes his/her name and confirmation of the incident can be obtained, or if proof is provided that the employee has intentionally defaced the bumper sticker, disciplinary action may be taken.

Compliment(s): If the vehicle driver has been commended by the caller, the Safety Office will inform the Department Head and the driver's supervisor. The supervisor will formally provide a positive report to the driver. This report may be forwarded to Administration.

Statistical data will be documented and maintained in the Safety Office, with reports of actions sent to the Safety Committee.

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