

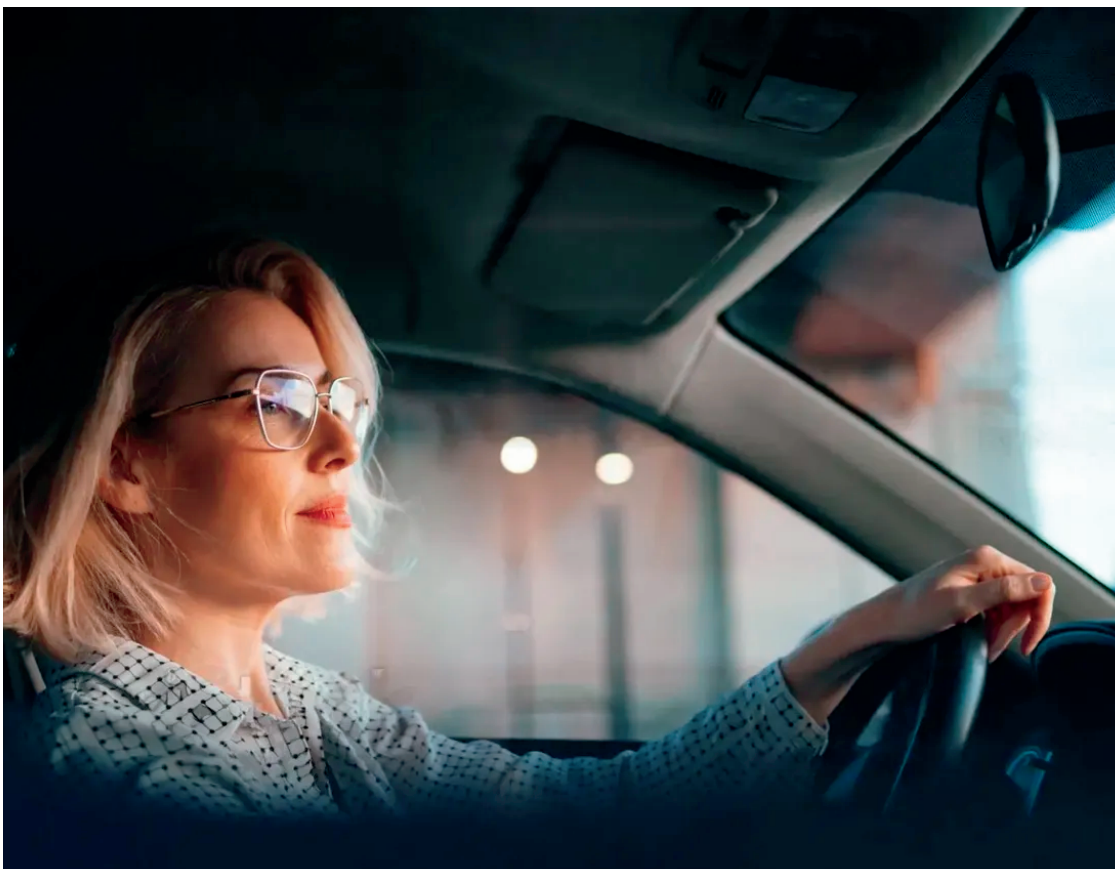
CML DRIVER WELCOME PACKET



Caremax Logistics

Follow us on Instagram: [caremax.usa](https://www.instagram.com/caremax.usa)

www.caremaxlogistics.com



We are delighted to welcome you to the CareMax Family, where safety, professionalism, and the well-being of the children we serve are at the heart of everything we do. As a new member as well as existing members of our team, you are part of a dedicated group of individuals committed to ensuring that students are transported to and from school safely and with care. Your role as a driver is vital in upholding these standards and fostering a positive experience for both children and their families. This handbook serves as a valuable resource to guide you in your journey with CareMax, providing essential information and guidelines to help you excel in your responsibilities. We appreciate your dedication to our mission, and we look forward to working together to make every ride a safe and enjoyable one for the children we serve. Welcome aboard!

WELCOME ABOARD



MEET YOUR TEAM



Chin (Ken) An

Founder

✉ caremaxlogistics.com

Chang Lee

Co-Founder

✉ caremaxlogistic.com



Ursula Lofton

Head Manager

✉ ursulalofton@yahoo.com



TEAM MESSAGING GUIDELINES

At CareMax Logistics, we value effective communication and collaboration within our team. Our group messaging platform (Kakaotalk) is a powerful tool designed to streamline work-related discussions and enhance productivity. To ensure the efficiency of this communication channel, **we kindly request all employees to use it exclusively for company-related matters.** While we appreciate the camaraderie that naturally develops among colleagues, **we kindly ask that personal or unrelated messages find their way to appropriate channels outside of our group chat.** This approach ensures that everyone can focus on the information that matters most for our collective success. Thank you for your cooperation in maintaining a productive and efficient communication environment. Your thoughtfulness is greatly appreciated.



DRIVER REQUIREMENTS

01

Safety Commitment

At CareMax, safety is our top priority. Our SafeRide Guidelines uphold the gold standard, guaranteeing that all our drivers are well-prepared to attend to the specific needs of our young passengers.

02

Vehicle Check & Identification

A safe ride begins with a pre-trip vehicle check. As a driver, you must ensure that your vehicle is clean and in good working condition and equipped with all necessary safety features before servicing a trip. You'll also receive a windshield decal for identification and will need to display the route number on the white erase board that will be provided to you if it hasn't been provided already.

03

Proper Securement

Safety starts with proper securement of all passengers. Make sure everyone (including yourself as the driver) is wearing their seatbelt, and if needed, use car seats, booster seats. Do not operate the vehicle until everyone is properly secured.



DRIVER REQUIREMENTS

04

Impaired Driving

Under no circumstances should you drive if your ability to do so is impaired by fatigue, illness, or any other reason. Your safety, the passengers', and others on the road should always be a priority.

05

Authorized Passengers and Stops

Only the assigned driver, and trainees should be in the vehicle while servicing the route. Avoid leaving children unattended, and ensure authorized adults receive and release students at pick-up and drop-off locations. {Namely, home or school, and in some cases a day care facility}{DO NOT TRANSPORT THE CHILDREN WITH ANY UNAUTHORIZED PERSONS IN YOUR VEHICLE}

06

Cellphone Usage

Cell phones should not be used while the vehicle is in motion unless for necessary calls using hands-free devices. Complete all necessary steps in the EverDriven driver application while safely parked. {Drivers should avoid discussing their private life and personal matters around the students they drive to school to maintain a professional and safe environment. Engaging in such conversations can lead to distractions, compromised boundaries, and potential discomfort for the students, ensuring that the focus remains on providing a secure and comfortable transportation experience.}



DRIVER REQUIREMENTS

07

Prompt & Proper Driver App Usage

As drivers with CareMax, using the driver app promptly upon arrival to pick-ups and departures is crucial for our transportation company's reputation. Neglecting to do so can impact our grade and credibility as a reliable service provider. Additionally, performing each and every trip on the app ensures accurate documentation, smooth communication with dispatch, and helps us track essential trip details, guaranteeing a seamless and efficient transportation experience for our students, their parents and school staff. So, let's make every trip count by staying diligent with the driver app!

08

Adverse Weather Conditions

When faced with adverse weather conditions, exercise additional caution. Leave earlier if needed, ensure the vehicle is safe for current conditions, and reduce speed or pull over to a safe area if necessary. {PLEASE DO NOT SPEED TO GET CHILDREN TO SCHOOL OR THEIR HOMES}

09

Prohibited Behavior

Certain behaviors are strictly prohibited, such as violation of safety procedures, inappropriate physical contact, late arrivals to pick-ups, transporting unauthorized persons, smoking or vaping while on duty/transporting students, and any form of harassment. {WE DO NOT TOUCH THE CHILDREN; THE PARENTS AND SCHOOL STAFF ARE TO COME OUT AND SECURE THE CHILDREN INTO THE CAR SEAT AND SEATBELT}



RESOURCE PAGE

EverDriven Dispatch Phone Number - 1(877)225-7750

DRIVERS RESPONSIBILITY

****2 Hour Refresher Class (once a year)****

You can select a location and date for a scheduled class from the following website:

<https://www.isbe.net/Pages/SBDTraining.aspx>

****Physical and Drug Test (every year)****

You can go to any Physicians Immediate Care. Visit the following website for locations:

<https://physiciansimmediatecare.com/locations/>

****Vehicle Inspections (every 6 months)****

Greg Garage

1101 Power Rd. Machesney Park, IL 61115

Phone: (815) 654-1800

****Fingerprints (new hires)****

Accurate Biometrics

129 Phelps Ave Bldg 3, #301, Rockford, IL 61108

Phone: (866) 361-9944

****School Bus Permit and Written Test (new hires)****

Rockford CDL

4734 Baxter Rd, Rockford, IL 61109

Phone: (815) 873-0134

ANY QUESTIONS OR CONCERNS PLEASE REACH OUT TO URSULA LOFTON

DO'S AND DON'TS

CML DRIVERS QUICK REFERENCE



DO LOG INTO YOU
EVERDRIVEN APP ON TIME



DO COMMUNICATE
IMMEDIATELY WITH MANAGERS
WHEN DELAYS OR ACCIDENTS
OCCUR



DO ALWAYS MAKE SURE THE
PARENT OR SCHOOL STAFF
HAS PROPERLY SECURED THE
STUDENT BEFORE DEPARTURE



DO CHECK YOUR VEHICLE
EVERYDAY FOR CLEANLINESS
AND PROPER FUNCTION.



DO MAKE SURE YOU PERFORM
EVERY TRIP ON TIME IN THE
EVERDRIVEN DRIVER APP



DO ALWAYS REMAIN
PROFESSIONAL WITH
EVERYONE YOU COME IN
CONTACT WITH



DO DROP STUDENTS OFF ONLY
AT THE ASSIGNED SCHOOL OR
HOME.



DO REMEMBER HOW YOU LOOK,
TALK AND ACT REFLECT ON
THE COMPANY YOU REPRESENT.



DO NOT TALK OR TEXT ON
YOUR PHONE WHEN
TRANSPORTING STUDENTS



DO NOT TOUCH THE STUDENTS
UNDER ANY CIRCUMSTANCE,
OTHER THAN A LIFE-SAVING
EMERGENCY



DO NOT USE THREATENING OR
OFFENSIVE LANGUAGE



DO NOT SMOKE, VAPE WHILE
TRANSPORTING, AT SCHOOLS OR
STUDENTS HOME



DO NOT TRANSPORT
STUDENTS WHILE IMPAIRED,
EITHER DUE TO ILLNESS,
FATIGUE OR ANY OTHER
IMPAIRMENT



DO NOT HARASS OR ATTACK
ANYONE FOR ANY REASON



DO NOT CONTINUOUSLY ARRIVE
LATE TO SCHOOL PICK UPS



DO NOT TRANSPORT ANYONE ELSE
IN THE VEHICLE WHILE
TRANSPORTING STUDENTS.

SPECIAL NOTES:

SOME SCHOOLS REQUIRE DRIVERS TO HAVE THEIR VEHICLES EMERGENCY FLASHERS ON EITHER AT ALL TIMES ON SCHOOL GROUNDS OR ONLY WHEN DROPPING STUDENTS OFF AT SCHOOL. (PLEASE COOPERATE WITH THE SCHOOL STAFF). IT IS A GOOD PRACTICE TO HAVE YOUR EMERGENCY FLASHERS ON WHEN DROPPING STUDENTS OFF AT SCHOOL AND AT THEIR HOMES. ALWAYS HAVE YOUR WHITEBOARD WITH THE CORRECT ROUTE NUMBER DISPLAYED PROPERLY, WHICH INDICATES WHO YOU ARE PICKING UP AT THE SCHOOL.



LET'S HAVE GREAT YEAR



We are looking forward to a safe and fun year! Thank you for choosing the CareMax Family!

Follow us on...

Instagram: [caremax.usa](https://www.instagram.com/caremax.usa)



Thank you!



Caremax Logistics
