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# Bay Breeze

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January 2005

## Employee Spot Light

Welcome LaTricia Johnson as the newest member of our management team. Tricia began her career with Mobile Bay as a driver. She worked her way up the ladder answering telephones and as a relief scheduler. She took over the MBT billing department in July 2003, works in the billing department in Pensacola and works the Carnival Cruise Line project in Mobile.

Proud mom to a four year old son, Peetie and a brand new home owner. Tricia divides her time away from work between her



family, work and church.

Full time mom, remodeling her new home and traveling back and forth between Mobile and Pensacola. What a busy lady. Don't forget to stop and offer her your congratulations !

## 140 Days Accident Free

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- ☺ Accidents are not exclusive to driving.
- ☺ Avoid fatigue, to be alert increases your awareness of potential hazards
- ☺ Minimize accidents in the work place.
- ☺ Use proper body mechanics
- ☺ Evaluate and take your time.
- ☺ Do not lift occupied wheelchairs
- ☺ Do not "push" more weight than you can safely maneuver.
- ☺ Do not leave open file drawers in walk paths.
- ☺ Keep phone and electric cords out of walkways.
- ☺ Keep pathways clear on board the vehicles
- ☺ Wear proper foot attire for your job duties. Sandals, flip flops and heels do not mix with wheelchairs.

## Health Care Open Enrollment

Open enrollment will end next week for insurance coverage changes. If you are interested in participating or making changes to you existing coverage you must see Marla before the end of the week. You may access your coverage information online at the following websites. [www.myuhc.com](http://www.myuhc.com) (medical) & [www.ameritas.com](http://www.ameritas.com) (dental & vision)

Go to the UHC website and register, all the information you need to register is on your ID card. You're just a few clicks away from enjoying instant access to all types of health care information.

Marla Hecht 469 8773 x 216

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## A Word From Margie Wilcox

Happy New Year!

I hope this newsletter finds everyone enjoying the New Year. My thoughts go out to those of you that are still displaced after the hurricane. I hope things get easier for you each day.

Pensacola Bay has a lot going on I will highlight a few exciting details:

The Billing Dept., Sandra Mascaro and LaTricia Johnson with assistance from Patricia Wariner successfully converted to Medicaid's new format and started billing twice a month to our major agencies. This is quite an accomplishment.

The other project that everyone is helping with is the January 1 launch of entering Time and Mileage on all trips; this will

create a data base with our new software for reporting and reviewing costs and other important information. I really appreciate those of you that have jumped in with a can-do attitude. I appreciate the many drivers that have been entering their manifest information correctly as well as the call center team who has really "pitched in".

I am continuing my efforts to meet with Ms. Brantley with Developmental Disabilities (formerly D S). Lisa Bacot, Executive Director of the Commission for Transportation Disadvantaged, has been helpful in requesting the face to face. I have personally asked the State T.D. Commissioners to help Escambia and Santa Rosa Counties receive the funding and agency participation our

counties deserve. Marla and I attended the Transportation Disadvantaged Commission meeting and most recently I sent an update of the items I spoke about.



Several of us at PBT resolved to get into better shape this year. If you would like to join together in the effort or would like to share ideas and exercise as a team get with Latricia Johnson, Sandy or Opal.

If we are in better shape we are less likely to get sick or injured, so think of it as a way to stay safe!

Thanks Margie

## For Your Information

We have instituted new procedures for data entry to track information accurately.

Schedules: Productivity measurements are being analyzed for all drivers and schedules. Please make schedule productivity recommendations to George, Bobbie or Trish if you have some ideas that will help.

Please enter time and mileage correctly on manifest. Use military times, example 3:45 pm = 1545 (do not use hundredths for minutes).

Pay attention to your manifest cover sheets and double check to make sure the information that you entered is correct.

It is important to document all no shows. Time and mileage should be documented for your ar-

rival. Your departure time is needed as well to document that you waited 5 minutes before no showing the trip.

In the long run it is our hope that this procedure will streamline the paper trail as well. Your help with this is appreciated.

As you all have noticed the dispatch room now has a sectioned door. The dispatch room is to be kept clear. Only authorized personnel should be in the dispatch room. If you are not scheduled to work in the dispatch office, please wait at the door for the dispatch to assist you.

## From the Desk of Harrison Neilly

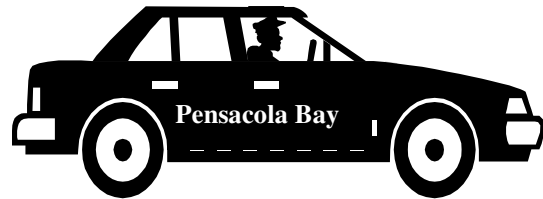
Happy New Year everyone. I hope that this New Year has started just fine for you. Coming back from the holidays and getting in the flow has always been proven to be a challenge and this year is no different.

Our clients are our number one priority and should be treated as such. Let us not forget to provide door to door service, greet not only our clients, but also each other with a smile and be as positive and friendly as possible. Even though our traffic has subsided a bit, traffic congestion is still a major problem so continue to drive safely. Try to avoid high volume traffic areas by utilizing shortcuts when-

ever possible, be aware of what is going on around you.

Please check your manifest closely and were you may have a single rider with you, look for opportunities to increase that number from the dispatcher report.

Thank you everyone for your hard work and safe driving and let us make this New Year a prosperous and safe one.



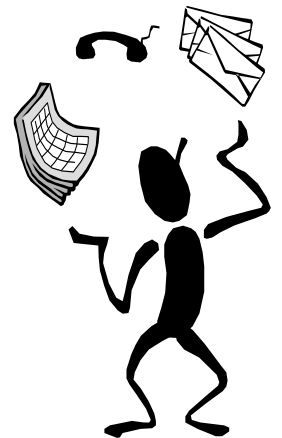
## Friendly Reminders

- Door to door service means go to the door, knock or ring the bell .... don't blow the horn.
- Keep a pencil and paper handy to communicate with riders who are non verbal or hearing impaired.
- Announce yourself, clients should know who their driver is for the day.
- Always offer your assistance. If the client refuses, stay close by "just in case".
- Service animals should ride on the floor and should have adequate space.

If you drive a van, try to seat the sight impaired rider behind or near you.

If you drive a large van, seat the sight impaired rider and service in a seat away from the steps and entrance to the van.

- Do not provide food or drink to dialysis patients. They are on a very restricted diet and you will do them more harm than good.
- Be positive, your riders are on your vehicle for a very short period of time each day. A positive attitude promotes confidence in your ability as a driver.
- Everyone should buckle up!!!
- Double check tie-downs on riders using wheelchair. They can loosen during the commute.
- Riders who suffer from back pain, or who are frail should be seated centrally in the vehicle. not over the wheels!
- You are our ambassadors of good will. Because you are the most visible employee in the company all eyes are on you.
- Conduct your self appropriately.



## **Please welcome new employees;**

Escambia County; Drivers Miranda Carter, Tawanza Hill and Mary Kidder  
Santa Rosa County; Drivers Marsha Young and James White.

Call Center ; Christine Clapp

**Welcome Back Andrea Womack and Wanda Williams!**

## **Workman's Compensation**

Listed below are some issues you may or may not be aware of concerning Workman's Compensation. Although there are times accidents are unavoidable, many times claims can be avoided if safety rules and guidelines are followed to prevent and/or avoid injuries.

Workman's Compensation may be reduced by 25 % if an employee knows about a safety rule prior to having the accident and failed to observe the rule, or if the employee knowingly chooses not to use a safety appliance which the employer has directed him to use.

If an injured worker refuses to submit to a test for drugs or alcohol, the employee may forfeit eligibility for medical and indemnity benefits. If an employee or job applicant refuses to submit to a drug test, the employer is permitted to discharge or discipline the employee or may refuse to hire the applicant since, by law, refusal to submit to a drug test is presumed to be a positive test result.

### **Workman's Compensation will not be paid in several instances:**

If the injury is caused by the employee's willful intention to injure or kill himself or another;

If the injury is caused primarily because the employee is intoxicated or under the influence of drugs;

worker is a "seaman" or member of a crew

A mental or nervous injury due to stress, fright, or excitement;

A work related condition that causes an employee to have fear or dislike for another individual because of the individual's race, color, religion, sex, national origin, age, or handicap;

"Pain and suffering" has never been compensable in Florida, nor is it compensable in any other state. The employer may not sue an injured worker for causing a catastrophe nor can the injured worker sue the employer for their injury. This trade-off makes it possible for injured workers to receive immediate medical care, at no cost to the injured worker, without any consideration for who was at fault, the employer or the employee. In civil law, negligence must be established through litigation before any compensation is awarded.

It is legal for employers to run FMLA and workers comp concurrently and it is quite common for an employer to do so.

Any condition, whether it is work related or not, qualifies as a "serious health condition" as defined under the statute, and if the employee and the employer both qualify for FMLA, then the employer is required by law to apply FMLA, regardless of whether the employee asks for it or not.