

# MCBOA - 2020

## Managing Returning Drivers

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# Your Business

- Review Local and State Laws Related to COVID
- Evaluate Your Operation and Business Strategy
- Assess Your Crisis Management and Communication Plan
- Review Business Contracts
- Touch Base With All Suppliers
- Develop A COVID-19 Based Safety Plan for Employees and Vehicles
- Establish A Plan For Returning Staff and Visitors

# Employees

- **Decide Which Employees Are Actually Returning and When - Staggered or In Stages**
- **Update Job Descriptions and Responsibilities**
- **Communicate With Employees**
- **Develop Protocols Based on Federal and State Guidelines In Order to Provide a Safe Environment and Communicate Them with Employees**
- **Make Sure Employees Have Access to PPE and Supplies and Keep In Touch With Them**

# Drivers

- **Make Sure All Driver Records ( License, Medical, D&A, Clearinghouse) Are All Up To Date**
- **Determine If Drivers Have Driven or Worked for Other Companies Within 7 Days for Correct HOS**
- **Review and Complete All Necessary D&A Testing**
- **Check MVRs and DAC Reports , Road Test**
- **Provide Updates Safety and Operating Training and Have Maintenance Retrain Drivers on Your Vehicles**
- **Focus on Drivers' Health and Safety While on the Road**
- **Review All Company Policies Including Accident Scene Management**

# Vehicles

- **Make Sure All Vehicles Are Fully Covered On Your Insurance - Call Your Broker!**
- **Complete Detailed Inspection of Vehicles and Update and Complete All PM and Service Intervals**
- **Review and Update All Maintenance Files**
- **Do A Parts Inventory and Reorder as Necessary**
- **Confirm All State, Federal and CVSA Inspections Are Up To Date, As Well as All Registrations and Permits**
- **Verify All ELDs, Telematics and Cameras are Working and Software Is Up To Date**
- **Make Sure All Insurance And Necessary Paperwork Is Available On the Vehicle**

# Returning Drivers

- Assume Your Driver Is Almost Like A New Driver
- Interview Them And Ask What Driving Work ( if any) They Have Been Doing Over The Last 7 Months
- Evaluate Their Reaction To COVID And Its Impact On Their View Of Driving and Being With Passengers
- Assess Their Mental Health or Reactions to COVID
- Administer A Road Test- Acuity, Decision Making And Agility May Have Changed
- Retrain All Drivers To New PPE Routines, Routes, Vehicles and Managing Passengers and Public Places

# Returning Drivers

- Review Your Policy On Loading Luggage, Boarding And Alighting The Bus
- Review Your Direction On Managing Difficult Passengers
- Update All Communication Procedures, Phone Numbers
- Have Driver Test All ELD, Camera And Telematic Hardware and Software
- Review All Routing , Road Construction And Venue Parking, Dropoff/Pickup And Loading Procedures

# Signs Of Stress

- **Feeling irritation, anger, or in denial**
- **Feeling uncertain, nervous, or anxious**
- **Lacking motivation**
- **Feeling tired, overwhelmed, or burned out**
- **Feeling sad or depressed**
- **Having trouble sleeping**
- **Having trouble concentrating**



# Employee Concerns

- **Concern about the risk of being exposed to the virus at work**
- **Taking care of personal and family needs while working**
- **Managing a different workload**
- **Lack of access to the tools and equipment needed to perform your job**
- **Feelings that you are not contributing enough to work or guilt about not being on the frontline**

# Concerns

- **Uncertainty about the future of your workplace and/or employment**
- **Learning new communication tools and dealing with technical difficulties**
- **Adapting to a different workspace and/or work schedule**

# Solutions

- **Communicate with your coworkers, supervisors, and employees about job stress while maintaining social distancing (at least 6 feet).**
  - **Identify things that cause stress and work together to identify solutions.**
  - **Talk openly with employers, employees, and unions about how the pandemic is affecting work. Expectations should be communicated clearly by everyone.**
  - **Ask about how to access mental health resources in your workplace.**
- **Identify those things which you do not have control over and do the best you can with the resources available to you.**



# Solutions

- Increase your sense of control by developing a consistent daily routine when possible — ideally one that is similar to your schedule before the pandemic. Keep a regular sleep schedule
- Take breaks from work to stretch, exercise, or check in with your supportive colleagues, coworkers, family, and friends.
- Spend time outdoors, either being physically active or relaxing.
- If you work from home, set a regular time to end your work for the day, if possible.
- Practice mindfulness techniques
- Do things you enjoy during non-work hours.

# Solutions

- **Remind yourself that each of us has a crucial role in fighting this pandemic.**
- **Remind yourself that everyone is in an unusual situation with limited resources.**
- **Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting and mentally exhausting**

# Solutions

- **Connect with others.** Talk with people you trust about your concerns, how you are feeling, or how the COVID-19 pandemic is affecting you.
  - **Connect with others through phone calls, email, text messages, mailing letters or cards, video chat, and social media.**
  - **Check on others.** Helping others improves your sense of control, belonging, and self-esteem. Look for safe ways to offer social support to others, especially if they are showing signs of stress, such as **depression and anxiety**.

# Solutions

- **If you feel you may be misusing alcohol or other drugs (including prescription drugs) as a means of coping, reach out for help.**
- **Review Your Reasonable Suspicion Policy With Your Drivers.**
- **Provide Them with EAP Information**
- **If you are being treated for a mental health condition, continue with your treatment and be aware of any new or worsening symptoms.**

# Resources

- **If you feel you or someone in your household may harm themselves or someone else:**
- [National Suicide Prevention Lifeline](#)
  - Toll-free number 1-800-273-TALK (1-800-273-8255)
  - **The [Online Lifeline Crisis Chat](#) is free and confidential. You'll be connected to a skilled, trained counselor in your area.**
- [National Domestic Violence Hotline](#)
  - Call 1-800-799-7233 and TTY 1-800-787-3224



# Resources

- If you are feeling overwhelmed with emotions like sadness, depression, or anxiety:
- [Disaster Distress Helpline](#)
  - Call 1-800-985-5990 or text TalkWithUs to 66746
- Check with your employer for information about possible employee assistance program resources.
- If you need to find treatment or mental health providers in your area:
- [Substance Abuse and Mental Health Services Administration \(SAMHSA\) Find Treatment](#)

# Resources

- Mental Health Resources
  - [CDC Coronavirus \(COVID-19\) Stress and Coping](#)
  - [American Psychological Association](#)
  - [National Alliance on Mental Illness](#)
- COVID-19 Resources
  - [NIOSH Workplace Safety and Health Topic](#)
  - [CDC COVID-19](#)
  - **CDCINFO: 1-800-CDC-INFO (1-800-232-4636)**  
**| TTY: 1-888-232-6348 | Website: [cdc.gov/info](https://www.cdc.gov/info)**

***Thank You For Your Time***