

## Breaking Barriers to Accessibility

This July, the Americans with Disabilities Act (ADA) turns 32 along with the celebration of the National Disability Independence Day. This broke down several barriers to accessibility, has improved mobility, and ensured safety.

One way to observe National Disability Independence Day is to start with a little bit of introspection. How accessible is your business to those with disabilities? Transportation sits at the center of our daily lives. Having access to it could also mean having access to food, clothing, education, jobs, friends, necessities and all other resources that the world has to offer.

Medstar Transportation has recognized this pressing need and it is committed to providing equal opportunities for people to access safe and reliable services. After all, transportation is not just a basic need—it represents independence, autonomy, and well-being.

### Responding with empathy

The heart of our service is reflected in our staff, particularly in our drivers. Amidst the pandemic, they play a critical role in ensuring that those with disabilities are served with care and empathy. Two of the most diligent and hardworking Medstar drivers talk about how they respond to our clients with empathy.

*"Now that I also train other drivers, I always make sure that I train people right. I want other drivers to have a caring attitude, especially when we assist patients or people with mobility needs--because someday, we're gonna be on that spot. And when that happens, we would also want to be treated well." - Rocky Nelson*

*"I enjoy doing this job and serving the people-- whether it be on the route or giving directions or helping people on wheelchairs. I've always loved doing volunteer work and service because I believe that when you are in the service of your fellow men, you are also in the service of God." - Mike Rainford*

### What our service means to the community

In a previous interview, we learned about the story of Joan Oxentenko, 62, who suffers from several conditions and has no spouse or children to rely on.

*"I have been driving my whole life, but I keep forgetting how to drive. I'll be in the middle of the highway and ask myself, 'Where am I?' I am exhausted, and stuck, and I have nobody. I do not have a lot of family. Medstar has been a lifesaver. I have decided that whenever I need a ride, I just have to call Medstar instead of anyone else. The people there are really nice and polite," Joan expressed.*

Having access to transportation may provide numerous opportunities and possibilities. Yet, for some people, having no reliable and practical alternatives to transportation could not just be an inconvenience--but a nightmare. This is because there is no other way for them to access healthcare and live normal lives.

*"Moving around is definitely difficult for people like me. But I just keep going. My situation has made me stronger and more aware--Attitude is everything!" she said with determination.*

For Joan and many others who suffer from disabilities and other medical conditions, mobility constraints have become a major obstacle to enjoying a quality life. It is a struggle that is all too real, and needs to be acknowledged and addressed. Much progress has been made in recent years in terms of inclusion and accessibility but that doesn't stop us from working towards more.

May this day remind us that disability is not an impediment, but an opportunity to explore creative and inclusive solutions.

Together, let's make the National Disability Independence Day more meaningful!



## FLEET CORNER

### LEAVE SOONER, DRIVE SLOWER, LIVE LONGER



One clear indicator of risky driving is speeding. Just this past year, over 80,000 car crashes were recorded in the State of Washington, with speeding being one of the main factors. We usually see car accidents on highways where speed is normally higher. But actually, a lot of accidents also happen on roads with lower speed limits, such as school and residential zones.

As we drive happiness through service, we can make sure to prevent accidents by strictly adhering to speed limits. Today is again a friendly

reminder to:

- Always be mindful of your speed especially when entering school zones and residential areas. This can keep you, your passengers, pedestrians, and other drivers safe.
- Prevent instances where you have to hurry by always being early to trips. This way, you don't have to speed through roads to get to your desired destination.

"Road safety is state of mind, accident is absence of mind."

(Source: <https://ladenburglaw.com/blog/2019-car-crash-statistics-for-washington-state/>)

### ASSISTING PASSENGERS WITH DISABILITIES

We are a Door-to-Door company, and we must provide Door-to-Door assistance. Even if the client says they are fine and don't want assistance we must stay at least arms length away in case assistance is needed.

Remember: Not only can the company be held reliable for injuries but you as a driver can be held reliable too.

When helping a visually-impaired client, always offer your assistance and ask "How can I assist you?" Then, listen to what their needs are.

Check your attitude before clocking in for the day. How our clients see you is how they see the company. We are humans and full of emotions, but try your best to set aside your issues and focus on the client for the duration of the trip. We may be the only social meeting they get. Treat the client as you would like yourself or your family treated.

Remember: We are not alone on this journey. Reach out to a supervisor. They are all willing to be a listening ear.



### PRE- & POST-TRIPS

Pre- and Post-Trips are a requirement of our job as a driver. We prefer to have both Pre- & Post-Trip inspections completed. But we will accept 100% Pre-Trip inspections every day you are scheduled. This is what our brokers look for during an audit.

Remember: If there is not at least 100% Pre-Trip inspections, the following actions may occur:

- 1st offense: Written coaching & bonus is taken for that month
- 2nd offense: Pay reduction
- 3rd offense: Last & final coaching



## DRESS CODE REMINDER



Despite warmer temperatures this summer, we want to remind you that drivers are required to dress according to the Dress Code policies of our company:

Drivers must adhere to company standards for safety reasons.

1. Clean and presentable **company safety vests** are to be worn while on duty.
2. Non-company clothing must be clean, neat, and

professional at all times while on duty.

3. Drivers are to provide their own clothing. Slacks or jeans must be well-fitting, clean, and without holes. Dockers-style shorts are permitted during spring and summer. No athletic-style shorts will be permitted.

- a. Keep clothing clean and well cared for.
- b. For men, sideburns, mustaches, and beards must be neat, clean, and trimmed.

4. Men and women must have a well-groomed appearance.
5. Practice appropriate hygiene, be visibly clean, and do not present strong or offensive odors.
6. A name tag is to be prominently displayed and worn while on duty.
7. Wear comfortable traction shoes. **NO** open-toed shoes.
8. Make sure that your watch or clock device is in good working order.

# MedSTARs

This month of July, Medstar continues to receive positive feedback from the community. Thank you, everyone, for your dedication and excellent service!



Bridgid M.



October B.

We would like to recognize **Bridgid Maguire** for being a reliable driver—always flexible and willing to help.

We would also like to recognize **October Brost** as a CSR/ Dispatcher. She's been with us a short amount of time, but has been quick to dig in and learn all that she can. She's ready and eager to learn and grow with the team!

## MEDSTAR LAUGHS

## What's our SUMMER theme?

What kind of transportation does the Pope take?

**MASS** TRANSIT

I was working at a transportation company that specializes in construction material

**I'M A SCREWDRIVER**

Did you hear about the guy who got caught living on public transportation?

**BUS** TED

I didn't want to believe that my dad was fired for stealing from the transportation department.

**BUT WHEN I GOT HOME, THE SIGNS WERE ALL THERE.**

When King Arthur needed to arrange transportation for his trip to the desert, where did he go?

**THE CAMEL LOT.**

You've probably heard about "Spring cleaning". Well, it's Summer time!!! That means at Medstar, it's time to sharpen our skills to maintain the slight edge. This is about learning to be better and improving our customer service. I love it when I hear our customers and brokers say that they can always spot a Medstar driver. We stand out because we go the extra mile with customer service, professionalism, and friendliness. Keep it up. It's maintaining our happy and safety-first culture that allows us to grow.

-Justin,  
celebrating his 12th year at Medstar



# MEDSTAR'S BIRTHDAY WALL

JULY 2  
**LIMETTA A.**

JULY 4  
**DONALD S.**

JULY 6  
**ROBERT B.**

JULY 9  
**ROCKY N.**

JULY 12  
**MAYRA G.**

JULY 13  
**RIA M.**

JULY 17  
**EUGENIO M.**

JULY 19  
**IKRA I.**

JULY 19  
**PAUL F.**

JULY 21  
**ROBERT A.**

JULY 22  
**ANDREA C.**

JULY 26  
**DANIEL G.**

JULY 26  
**DENNIS F.**

JULY 27  
**XYRA P.**

JULY 28  
**RONALD P.**

Hi, Ria! Happy Happy Birthday. Medstar is so lucky to have you! Thank you for all that you do!

*-From your dearest colleagues*

To Xyra: Happy birthday, dear friend. May you continue to be inspired and write great content. We love you!

*-Marketing Team*

Want to send a special message to your colleagues at Medstar?

Send it to [marketing@gomedstar.com](mailto:marketing@gomedstar.com) and we will include it on the next issue!



## EMPLOYMENT ANNIVERSARIES *for July*

3 YEARS  
**SHEENA N.**  
JULY 2

1 YEAR  
**SILAS O.**  
JULY 2

1 YEAR  
**MALIA S.**  
JULY 6

1 YEAR  
**TIFFANY M.**  
JULY 6

1 YEAR  
**DAVID A.**  
JULY 16

1 YEAR  
**ROBERT L.**  
JULY 16

1 YEAR  
**RYON O.**  
JULY 21

2 YEARS  
**VINCENT W.**  
JULY 21

5 YEARS  
**BRANDY D.**  
JULY 31

12 YEARS  
**JUSTIN B.**  
JULY 16

Your hard work, dedication, and commitment are very much appreciated! Congratulations and we hope to have you here at Medstar for many, many more years to come.



# WHY MEDSTAR?



**1. What do you love most about Medstar?**

\*You know, I think I like all of the different people I get to meet in my job, to the different clients. That's really kinda cool and then I don't have a supervisor sitting behind me, looking over my shoulder.

**2. What makes Medstar a great place to work?**

\*It's very consistent, it's going to be there everyday for your job. It's not something that is gonna go away. It's a job that has to happen. So I think the consistency of it is good- that you're going to be working because you're going to be helping people everyday and that's a good thing.

**3. What would you say was the most memorable experience for you so far?**

\*When the customer smiles, that's memorable, because then you know you've done a good job for them that day.

**4. What made you stay for the last eleven months?**

\*Well I like to drive, and I like to talk to people. I liked the drive, and I'd like to talk to people.

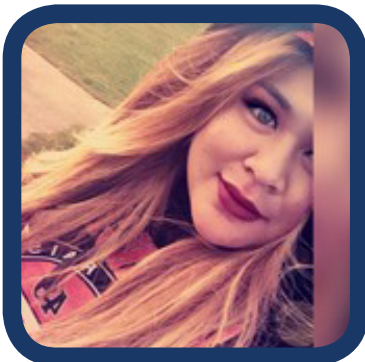
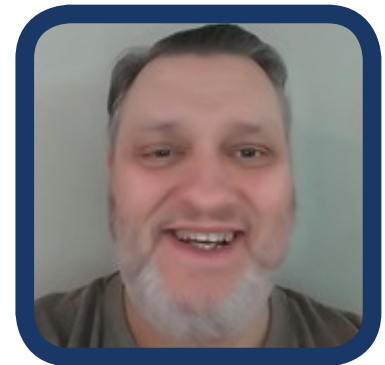
**5. What would be your message to all drivers and staff?**

\*Oh, let's see...Make the world a better place for people who need your help!

**Ryon Ownbey, celebrating his 1st year at Medstar**

"What I love most about Medstar are the clients. My clients are number one to me. That's odd but it's true. So to all drivers and staff-Keep your nose up and your attitude up. Stop worrying about the little things. Just get the job done. It's all about service.

**-Vincent Wheaton, celebrating his 2nd year at Medstar**



It was great to work with Medstar these past 11 months. During this journey, I have acquired so much knowledge and enhanced my skills. I want to use this experience to become more productive in my work. I am grateful to work under a great company.

**-Malia, celebrating her 1st year at Medstar**

I love the atmosphere at Medstar the most. Everyone is so friendly. Medstar is a great place to work because everyone is willing to help when the unexpected happens. I would have to say my most memorable experience would be my first trip to Seattle. I had myself so worried about the traffic, thinking that Seattle was going to be like driving through Detroit! Seattle was so much easier. I've stayed for 5 years because I believe the service we provide is a godsend. I enjoy listening to our clients' life stories and making sure they are able to get to places they need to go. So to everyone: Keep up the great work! Without you, we would not be where we are today.

**-Brandy, celebrating her 5th year at Medstar**



I would like to express my appreciation to the HR Department, especially G, for reaching out and checking in on me while I was in recovery. It's a pleasure to be back working with the team again! Thank you for your concern and efforts.

**-Dulce Abulencia**