
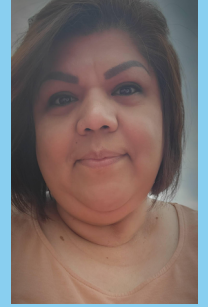




## Women of Medstar: Breaking Stereotypes



Throughout history, women have played pivotal roles in shaping our homes and communities, finding fulfillment in nurturing environments within their households. While these roles are truly valued and important, we also celebrate the diverse talents and capabilities that women possess beyond traditional soft skills. This March, as we celebrate Women's Month, we proudly acknowledge the remarkable strides women have made across various domains, including traditionally male-dominated industries. Medstar Transportation, for instance, champions inclusivity by welcoming individuals of all genders to participate in its transportation services, breaking down barriers and promoting equality in the transportation sector.

Through its commitment to diversity and inclusivity, Medstar provides a platform for women like Brenda Ibarra and Eva Valencia to pursue their passions fearlessly and showcase their skills behind the wheel.

For **Brenda Ibarra**, a driver at Medstar, this is one of the ways that she can show how passionate women are in pursuing careers that they actually love, even if these careers may not fit what society deems as womanly. Brenda is inspired to persist in this profession because she has the heart for it; she says, "I do love to help seniors and basically [lend a hand to] people who need extra help."

**Eva Valencia** also shares the same perspective, believing that thriving in a male-dominated profession is not only a challenge but also a significant progress that ignites inspiration for a woman like her. Eva emphasized, "The thrill of navigating roads that I [have] never driven before adds excitement to my role and keeps me eagerly looking forward to the next day," highlighting her passion and determination to overcome obstacles and embrace new experiences.

Of course, breaking stereotypes is not just about sunshine and rainbows. Brenda shared that handling road rage is one of her daily challenges as a woman driver.

She faces drivers who attempt to intimidate her, violate speed limits, and give her a hard time on the road simply because of her gender. Despite these challenges, Brenda remains steadfast in her commitment to challenge stereotypes and excel in her profession because she believes that all drivers, regardless of gender, have the same rights as human beings.

As for Eva, one of the common challenges women drivers face in breaking through stereotypes is the lack of empathy from clients. Often, they encounter biases or prejudices rooted in the misconception that women aren't suitable for driving, leading clients to underestimate their skills and capabilities. Doubt frequently precedes trust. However, amidst these challenges, Eva embraces each day as an adventure, eager to meet new faces, engage in meaningful conversations, and foster a more inclusive environment by showing that women can drive excellently.

With Brenda and Eva's insights, it is clear that women belong in the driving scene. Women are not just built to foster a loving home but are also made to ensure a smooth and safe ride by being leaders behind the steering wheel. With this, as women, take Eva Valencia's words by heart: "Every woman should feel confident in what she chooses as a career." Let us not be bound by stereotypes. Don't let it hinder you from fearlessly doing what you love and discovering new possibilities as you drive through new roads and create meaningful connections. Moreover, in the words of Brenda Ibarra, "Don't be afraid to be out there [on] the road. We (women) are [also] good drivers and can do this job as [well] as any other person."

Persist and continuously challenge stereotypes like Eva and Brenda and ensure that a woman's presence is felt throughout the borders of the world. Believe that you can drive change and you definitely have the power to make a difference. **Show them that women can and women will**, especially when controlling the driver's seat; women's month or not, women can rule the driving scene one trip at a time.

# Human Resources



## Promoting Workplace Safety: Medstar's Commitment to a Safe Work Environment

In our ongoing commitment to safety and compliance at Medstar Transportation, we want to provide a clear and concise reminder of our Drug and Alcohol Policy. This is especially crucial for all employees in safety-sensitive positions, including drivers, dispatchers, and mechanics, as outlined by the DOT regulations.

### ✔ Highlighting Medstar's Commitment to Workplace Safety

Safety is ingrained in our organizational culture, and it starts with a commitment from the top down. From our executive leadership to every member of our team, we prioritize workplace safety as a fundamental aspect of our operations. Our goal is to create a work environment where every employee feels empowered to prioritize safety in every aspect of their work.

### ✔ Overview of Safety Training Programs

To equip our drivers with the necessary skills and knowledge to navigate the roads safely, we offer a range of training programs, including Defensive Driving and other certifications essential for your roles. Defensive Driving training emphasizes proactive techniques to anticipate and avoid potential hazards on the road, reducing the risk of accidents and injuries.

Adherence to DOT Drug and Alcohol program is also emphasized to ensure drivers do not operate vehicles under the influence, maintaining safety for all.

Additionally, our Safety Topic of the Month initiative provides you with ongoing safety tips and reminders. Each month, we focus on a specific aspect of safety, such as distracted driving prevention, vehicle maintenance, or fatigue management, to reinforce safe practices and promote a culture of continuous improvement.

### ✔ Your Participation Matters

We understand that workplace safety is a collective effort that requires the active participation of every employee. We encourage everyone to actively engage in our safety programs and initiatives by attending training sessions, participating in safety meetings, and sharing your feedback and observations.

Furthermore, we emphasize the importance of reporting potential hazards promptly to our safety team, enabling us to take proactive measures to address them and prevent accidents before they occur. You can report hazards directly to your Supervisors, or email Support ([support@gomedstar.com](mailto:support@gomedstar.com)) or HR ([hr@gomedstar.com](mailto:hr@gomedstar.com)) immediately. Your input enables us to take swift and proactive measures to address safety concerns, preventing accidents and injuries before they occur.

By fostering a culture of open communication and collaboration, we empower everyone to play an active role in maintaining a safe work environment for ourselves and our colleagues. Through comprehensive training programs, ongoing safety initiatives, and active employee participation, we strive to create a culture where safety is everyone's responsibility.

# Accounting



## Corner

With fuel prices poised to climb yet again, it's time to take the wheel and steer toward savings. Whether you're cruising down the highway or navigating city streets, adopting savvy fuel-saving techniques can help keep your wallet happy. Here's how:

### Optimal Tire Pressure

Don't let your tires be the silent culprit behind your gas guzzling. Take a moment to check their pressure before hitting the road. Keeping them inflated to the manufacturer's recommended PSI not only ensures safer driving but also boosts fuel efficiency by reducing rolling resistance.

### Shed Unnecessary Weight

Every ounce counts when it comes to fuel economy. Before you embark on your journey, give your vehicle a decluttering session. Ditch any excess cargo that's weighing you down and watch your savings soar.

### Smooth Acceleration

Leave the need for speed at the door. Gentle acceleration is not only safer but also kinder on your fuel tank. Ease onto the accelerator pedal to achieve a smoother ride and maximize fuel efficiency.

### Cruise in Control

Keep a steady pace to keep fuel costs in check. Avoid sudden speed changes and unnecessary braking by anticipating the road ahead. Consistency is key to optimizing your fuel consumption.

### Idle-Free Zone

Idle engines are not only wasteful but also harmful to the environment. Save fuel and reduce emissions by switching off your engine when parked or waiting. It's a small action with big rewards.

### Pause at Stoplights

Waiting at a red light? Consider giving your engine a breather too. If you're stopped for more than 30 seconds, turn off the ignition to conserve fuel. Just make sure your battery is up to the task before you do.

## Smart Strategies to Slash Fuel Costs on Every Drive

### Strategic Trip Planning

Don't just drive, strategize. Plan your trips to avoid peak traffic times and optimize your routes for efficiency. By minimizing stops and avoiding congestion, you'll not only save time but also precious fuel.

By incorporating these fuel-saving tactics into your driving routine, you'll not only cushion the blow of rising fuel prices but also enjoy smoother, more economical journeys on the open road. **So buckle up and start saving today!**

# Fleet & Safety



## Corner

### Transferring from a Wheelchair to Seat Safety Pointers

While it's generally safer for a client to transfer to a seat, it's important to keep the following points in mind:

- ✓ **Communication**  
Always communicate with the client and ask if they are able to transfer safely.
- ✓ **Respect Passenger's Decision**  
Respect the passenger's decision regarding their comfort and safety. If they prefer to remain in their wheelchair, accommodate their choice and ensure their comfort throughout the journey.
- ✓ **Assess Mobility and Physical Condition**  
Evaluate whether the client can support themselves and has the necessary mobility and strength for a safe transfer.
- ✓ **Observe Stability**  
If the client appears unsteady or at risk of falling, it may not be safe to attempt a transfer.
- ✓ **Assistance Required**  
If the client requires assistance, it's often best to let them stay in their wheelchair.

## ✔ Safety Precautions

Prioritize the safety of the passenger above all else. If you feel that the client cannot transfer safely, it's important to advise them accordingly and suggest that it's best for them to remain in their wheelchair for the trip. Also, if they are safe to transfer, ensure that the transfer area is clear of all obstacles to minimize any risks.

## Accident Free Days

We are thrilled to announce that as of 3/13/2024, **we've reached 19 consecutive days without any accidents!**

This is a remarkable achievement and speaks volumes about our collective commitment to safety and excellence. Congratulations to each and every one of you!

Let's continue to uphold our high standards and vigilance in ensuring the safety of our passengers, ourselves, and the community. Your dedication to safe practices is truly commendable, and we are grateful for your hard work and dedication.

## Safety Topic Of The Month

March's safety topic has landed on our Google Classroom. Dive in to discover how you can enhance your skills in wheelchair securement.

And that's not all – starting with this month's safety topic, get ready for an exhilarating reward system! Finish the Safety Topic Of The Month within the first week, and you'll score an impressive 5 MedStars! Even if you complete it by the month's end, you'll still bag 2 MedStars. But wait, there's more – you can save up your MedStars to treat yourself to exclusive Medstar Merch! Get set to earn and redeem your way to fantastic rewards!

Here is the Google Classroom Link:

<https://classroom.google.com/w/OTM2Njk5NzZM2NjRa/t/all>



What do you call a lion in March? **A March-lion!**

How did the calendar feel after Daylight Saving Time started? **It was just a little "springy"!**

Cheers to the lady who multitasks with ease, **Happy Women's Day - you aim to please!**

Why don't you ever iron a four-leaf clover? **Because you don't want to press your luck!**

## New Hires

We welcome the following employees who have recently been hired as drivers and office staff from **February 16, 2024 to March 15th, 2024!**

### Drivers

Joel R.  
Peter G.  
Pitterle, A.

### Developers

Miguel Q.  
Harvey Lane M.

### Admin Assistant

Dominique M.

### Dispatchers

Suzie S.


### Accounting Assistant

Rosal, K.

# Work Anniversaries

 <b>Jessica P.</b> 3 years on March 1	 <b>Dana J.</b> 3 years on March 1	 <b>Crystal S.</b> 2 years on March 3	 <b>Dean R.</b> 1 year on March 6
 <b>Larry B.</b> 3 years on March 9	 <b>Chester R.</b> 1 year on March 9	 <b>Glynis N.</b> 2 years on March 14	 <b>Robert A.</b> 2 years on March 15
 <b>Andres R.</b> 5 years on March 18	 <b>Marielle A.</b> 3 years on March 19	 <b>Juan M.</b> 7 years on March 20	 <b>Alvaro S.</b> 1 year on March 22
 <b>Steven M.</b> 2 years on March 25	 <b>Dulce A.</b> 2 years on March 25	 <b>Matthew O.</b> 2 years on March 25	 <b>Eunice Camille M.</b> 1 year on March 30
 <b>Jennifer J.</b> 1 year on March 31	 <b>Mohamed A.</b> 1 year on March 31	 <b>Marka S.</b> 1 year on March 31	

# March Celebrators

 <b>MAR 1</b> John Paolo L.	 <b>MAR 1</b> James C.	 <b>MAR 3</b> Ryne L.	 <b>MAR 3</b> Mika Edsel N.	 <b>MAR 3</b> Maricruz R.
 <b>MAR 3</b> Elizabeth M.	 <b>MAR 4</b> Jeanie B.	 <b>MAR 5</b> Gieuseppe P.	 <b>MAR 5</b> Sherikie P.	 <b>MAR 8</b> Renee S.
 <b>MAR 9</b> Rhiannon S.	 <b>MAR 11</b> Kyesha D.	 <b>MAR 12</b> Michele B.	 <b>MAR 15</b> Dennis J.	 <b>MAR 16</b> Bill S.
 <b>MAR 16</b> Michael T.	 <b>MAR 22</b> William H.	 <b>MAR 23</b> James G.	 <b>MAR 24</b> Jessica P.	
 <b>MAR 25</b> Paul C.	 <b>MAR 25</b> Jennilyn S.	 <b>MAR 26</b> Divine O.	 <b>MAR 28</b> Richlyne Danielle N.	



# April Celebrators



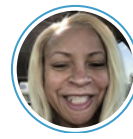
APR 1  
Matthew O.



APR 5  
Randal J.



APR 7  
Tianna E.



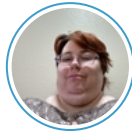
APR 8  
Tia A.



APR 9  
Victor Fernandez P.



APR 10  
Brooke B.



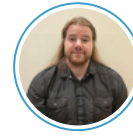
APR 13  
Dawn H.



APR 14  
Jeffrey L.



APR 16  
Michael D.



APR 18  
Robert V.



APR 18  
Ryon O.



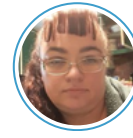
APR 20  
Warren W.



APR 20  
Roma H.



APR 22  
Tavares M.



APR 23  
Jennifer J.



APR 24  
Adali L.



APR 26  
William S.



APR 28  
Shannon M.



APR 30  
Andres R.

## Positive Reviews

Here are some positive reviews from our clients!

“ William S. is very friendly, cordial, and nice. He represents the company very well. —Cynthia B.

John G. has excellent customer service. He has an impressive personality and professionalism. He makes sure that the client is secure and drives within the speed limit. —Frederick B.

“ William S. tries to figure out how to get me to LA Fitness as fast as possible. He is a great driver. I enjoy the ride. —Donald G.

I have just returned from a round trip between my apartment in Spokane Valley, WA and Rockwood Clinic in Spokane. It was an excellent experience. The drivers were very good and extra polite. I will definitely recommend Medstar. —Ralph D.

“ Marka S. is an excellent and friendly driver. I have also recently received another great service from Squire S. Both were friendly and professional. Thank you for these services! —Cathy W.

Bea C., Renee S., Marka S., Squire S., Seung K., Deanna S. William S., Vanessa S., Duncan D., Brittney C., Suzy A., and Cliff H. are all alert, observant, and patient. I also like the text alerts for ZIP updates too. —Diane D.

“ I was thoroughly impressed by today's services, which were by far one of the best driving experiences I've ever had. Delphi T. was very kind and courteous. I traveled from Spokane to Omak, and despite the three-hour journey, my trip was remarkably comfortable. Delphi made the ride enjoyable with engaging conversation. No other service has felt as much like a blessing. Additionally, my social services associate worked diligently and efficiently to arrange a ride home from the hospital. Even when I thought my wife and I were stranded in Spokane with nowhere to turn for help, they swiftly provided assistance. This experience gave me an overwhelming sense that everything would be okay. Delphi, my transporter, left me with such confidence that I felt blessed to encounter such good people in this chaotic world. This encounter encouraged me to have faith in humanity and appreciate the quality driving service provided. I would highly recommend it. An 11-star rating out of ten! Thanks again to Delphi and Medstar. —Andrew M.