

Double Mountain Coach Passenger Handbook



940-989-2239

1-800-722-0137

Serving the following counties:

Kent, Stonewall, Jones, Haskell, Knox,
Throckmorton, Fisher

Double Mountain Coach

Mission

It is the mission of Double Mountain Coach Rural Transit District (Double Mountain Coach) to design, implement and maintain an efficient and effective transportation system for residents of Stonewall, Kent, Knox, Haskell, Throckmorton, Jones and Fisher Counties.

Policy

Double Mountain Coach (DMC) serves a large diverse population of individuals with varying ages (children, teenagers, adults, and elderly), physical challenges, economic and financial status, and ethnic backgrounds.

Double Mountain Coach Rural Transit District shall ensure that no person shall be excluded from the participation, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity undertaken by DMC, solely by the reason of his/her race, color, religion or non-religion, sex, national origin, age, disability, or any other characteristic protected by law. DMC assures full compliance with Title VI of the Civil Rights Acts of 1964, the Americans with Disabilities Act (ADA) and section 504 of the Rehabilitation Act of 1973 as amended (section 504), the Civil Rights restoration Act of 1987 and related statutes and regulations in all programs and activities.

Objectives

1. To provide demand-response, curb-to-curb transportation to the residents of its service area.
2. To maintain a trained staff for the operation and control of the system.

Hours of Operation

General Public 5:30 am – 7:00 pm; Monday-Saturday

Medical Transportation 5:30 am – 7:00 pm; Monday-Saturday

Business office hours 8:00 am-5:00 pm Monday-Friday

Public transit service is **not** available on the following holidays:

New Year's Day

Martin Luther King, Jr. Day

Presidents Day

Good Friday

Memorial Day

Juneteenth

Independence Day

Labor Day

Columbus Day

Thanksgiving

Day after Thanksgiving

Christmas Eve

Christmas Day

Customers should contact the office for the holiday scheduling for medical transportation.

Medical Transportation program trips will be provided as approved by the Access2care on all days except Thanksgiving Day, Christmas Day, and New Year's Day. DMC will be available to transport Medical Transportation dialysis recipients when the recipient's regular scheduled days is moved to Sunday due to a Holiday.

Fare Structure

Cash: A fare per each one-way trip shall be charged to all eligible passengers and their escorts with the exception of necessary personal care attendants, who may travel with an eligible passenger at no cost. Fares are based on a one-way trip. This means that each time the vehicle is boarded, the fare must be paid in cash, based on the fare schedule. Drivers cannot make change. All fares must be paid by exact change only. If a customer must be transported to obtain exact change, then they will be charged the fare for that additional trip. At this time, credit cards are not accepted.

Medical Transportation: DMC provides transportation services to medical facilities including doctor's offices, dentists, hospitals, etc. Medicaid recipients may qualify for transportation services provided by Access2Care/AMR. To determine eligibility, customers must call 1-888-972-5810.

Local service (5 miles or less): \$1.00 per each one-way trip

Out of town service:

6-20 miles	\$2.00
21-40 miles	\$4.00
41-60 miles	\$6.00
61-80 miles	\$8.00
81-100 miles	\$10.00
Over 100 miles	\$.10/mile

Inclement Weather

If inclement weather exists, DMC may, with approval of the Executive Director or Operations Manager, reschedule or cancel service. Employees are to report to work and the dispatch office shall attempt to contact any scheduled passengers at the telephone numbers listed in the agency customer database.

Passenger Information

Service Type

Demand Response Service. DMC provides a curb to curb demand service. Request for service must be made at least one business day prior to the desired trip date, and may be scheduled in advance.

Requesting Service

Requests for service shall only be accepted by DMC from 8:00 a.m. to 3:00 p.m., Monday through Friday. Each original and return trip will be recorded separately, and each direction shall be recorded as a one-way trip. The trip shall be scheduled to show the required time to be at destination.

Advance Scheduling

A request for demand service should be made at least one business day prior to the desired trip time. In order to schedule a trip, one must speak with a dispatcher in the scheduling office who may require the following in scheduling a trip:

- | | |
|-------------------|------------------------|
| 1. Passenger Name | 5. Destination Name |
| 2. Address | 6. Destination Address |
| 3. Phone Number | 7. Appointment Time |
| 4. Birth Date | |

Same Day Scheduling

Request for same-day service will be accepted from 8:00 a.m. to 12:00 p.m., Monday through Friday. The scheduler/dispatcher will attempt to schedule both the original and return trip into existing schedules utilizing the following criteria:

- a. The vehicle must have seating/wheelchair space available.
- b. The vehicle must be in the near vicinity/location of the origin and destination in order to accommodate the request without disrupting the passengers already scheduled.
- c. Time must be available to allow the trip to be accommodated without disrupting the passengers already scheduled.
- d. The scheduler may refuse the request for same-day service if it cannot be worked into the existing schedule or it otherwise causes operational problems for DMC.
- e. Dispatcher shall contact driver. If driver does not feel that the schedule can allow for the same day rider, then the trip will not be able to be accommodated.
- f. There is no guarantee that a same day service request can be accommodated.

Riding DMC

Double Mountain Coach is a public transit system, providing rides for many passengers each day. Drivers cannot be at three or four pick-up points at one time and must allow for time to ensure that customer makes it from origin to destination by scheduled appointment time. Therefore, passengers must be ready for pick-up and allow for travel time for transportation to destination. DMC Dispatch contacts each passenger and notifies them of approximate pick-up time.

When the driver arrives at the pick-up location, he/she is not required to wait more than ten minutes for public and medical transit passengers. When the driver arrives, he/she is required to honk. If no response after five minutes, driver honks again. If there is no response after ten minutes, driver documents client as a no-show. Driver then reports arrival and departure time to dispatcher. Drivers are encouraged to notify the dispatcher to make a courtesy call to client after no initial response to determine reason for no-show.

Service may not be rendered if origin or destination location cannot be accessed by the vehicle or if the location does not provide safe passage for the vehicle or safe access to or from the vehicle by the passenger. The driver shall attempt to make reasonable accommodation and if not possible, then the driver shall immediately call the dispatch office for further instruction in such a case. Steep driveways, deteriorated sidewalks, etc. may result in denial of service.

To increase efficiency, DMC is a “shared ride” service; passengers must often ride while other passengers are picked up and dropped off.

- Personal items must stay in the custody of the passenger; no items should be left unattended on the DMC vehicle at any time.
- Drivers are not responsible for lost, stolen, or damaged items.
- Drivers are not permitted to lock/unlock passenger’s door.
- Drivers are not permitted to maneuver a mobility device up or down steps or along gravel areas.
- Drivers are not permitted to enter a passenger’s home.
- Drivers are not permitted to lift passengers.
- Drivers are not allowed to exit vehicle to assist or enter upon property (fences or porches) unless animals are restrained to avoid possibility of biting.
- Drivers have the discretion to assign seats and determine wheelchair placement when necessary for the efficiency and/or safety of the operation.

Rules for Passenger Conduct

Rules of conduct on Double Mountain Coach Transit Vehicles are the same as the laws governing conduct in public places.

- The driver and all passengers are required to seat belts. If a passenger refuses to wear his or her seat belt, the driver should call the dispatch office for further instructions. DMC passengers are required to wear seat belts and refusal to do so may result in suspension of service. Proof of a physician's statement of a passenger's physical inability to wear a seat belt must be shown to waive this requirement.
- Passengers utilizing mobility devices will be required to have their mobility device properly secured with a six point tie down safety restraint system, including shoulder and lap belts. If the passenger is unable to wear a shoulder or lap belt due to medical reason, then they must provide proof of a physician's statement.
- If a passenger is unable to fit within the seat belt due to size, then an extension will be utilized. If an extension is unavailable at the time of transport, the driver will ask the passenger to sit in the furthest back seat possible for their safety before transporting. The will also notify the Operations Manager so that a seat belt extension can be ordered.

No person shall, while a passenger on any vehicle that is operated by DMC as a public conveyance, do any of the following acts:

1. Smoke or possess any lighted or smoldering pipe, cigar, cigarettes or e-cigarettes;
2. Consume any beverages, food, or alcohol (patients may be allowed to have minimal food or beverage as medically necessary);
3. Intentionally deface, damage, write upon, or soil any part of the vehicle;
4. Spit, urinate, or defecate in or upon any vehicle;
5. Throw, deposit or place paper, bottles, cans or any other garbage or solid waste in or upon a vehicle;
6. Throw any object of any kind within a vehicle or out any door or window of a vehicle;
7. Play audio or video devices, unless played through headphones so that it is inaudible to other passengers and the driver.
8. Bring any pet or animal on to a vehicle other than a guide dog accompanying a person with a disability, or an animal in a cage or approved standard pet carrier;
9. Stand or walk around in a vehicle while it is in motion;

10. Possess any explosives or carry any corrosive acid or flammable liquid not in a sealed container;
11. Possess firearms, with the exception of law enforcement officers;
12. Bring any laundry on board unless it is in an enclosed bag;
13. Intentionally interfere or conduct any unnecessary conversation with the driver, so that the driver's attention will not be diverted from the safe operation of the vehicle;
14. Use profane or abusive language toward the driver or other passengers or act in a hostile or threatening manner while on board the vehicle;
15. Board intoxicated;
16. Present a significant risk to the health or safety of others;
16. Bring on board any baggage or articles which, due to their size, would restrict free movement of passengers.
17. Bring on board gasoline or a gasoline container or any type of hazardous material. (Respirators and portable oxygen supplies are permitted to be carried and used on board by a person needing them for health reasons).
18. Permit unauthorized passengers or hitchhikers;
19. Conduct any unnecessary conversations of a personal nature that could be viewed as offensive or harassment.
20. Conduct any unnecessary contact with self, driver and/or a passenger that could be viewed as offensive or harassment.

DMC may refuse to transport or may reject any persons violating the provisions stated above. If assistance is required, the driver should contact the dispatcher or the operations manager.

Monitoring and Surveillance

For our customers' safety and security, activities on and around DMC vehicles and facilities may be visually and audibly recorded.

Cameras protect passengers and employees from dangers by serving as deterrents, assisting in monitoring and training for employees regarding emergency situations, incidents/accidents, various training components to include customer service, and aiding in investigations as

necessary. Drivers are to immediately notify the Operations Manager with any issues related to video surveillance equipment.

Special Circumstances

Transportation of Children

All children who are under eight years old are required to be restrained in an approved child passenger safety seat unless the child is at least 4 feet, 9 inches in height as State law mandates. The passenger must provide the car seat. Children under 1 year of age should have child safety seat facing seat. Passengers traveling with infants, as their escorts, will be required to provide their own infant carrier approved for use in vehicles. The passenger will be responsible for placing the infant into the carrier and securing the carrier with a safety belt.

The passenger and escort must both be ready at the door when the vehicle arrives. The infant will not be allowed to ride up the lift with a passenger in a wheelchair. The infant's car seat will be secured by a safety belt to the vehicle seat during transport.

The minimum age for a child to travel alone aboard DMC is eighteen (18) years of age. Children under the age of eighteen (18) must have an adult attendant accompany them during transport. The Executive Director may grant exceptions. If appointment necessitates that an adult attendant serve as personal care attendant such as medical and dental appointments then the condition will warrant a free ride for attendant.

Accommodation of Mobility Devices

DMC will accommodate mobility devices, which do not exceed 30 inches in width and 48 inches in length when measured two inches above the ground.

Any passenger who utilizes a wheelchair device for mobility shall insure the brakes on the device are in working order before transportation can be provided.

Accommodation of Non-Conventional Wheelchairs

Double Mountain Coach will make every reasonable effort to accommodate various mobility devices available to passengers. However, due to the increasing size and weight of such equipment, some limitations will be necessary in order to insure the safe transport of these wheelchairs and passengers.

Non-Motorized devices

Non-motorized devices such as walkers, canes, crutches, or walking sticks are allowed for use by our passengers. A walker must be secured on the vehicle. Canes, walking sticks, or crutches must have rubberized tips. The cane, walking stick, or crutches must be able to be held by the

passenger while riding on the vehicle. Walking sticks should be no more than shoulder height of the passenger and must not be a hazard to other passengers when using it to board the vehicle.

Personal Care Attendants

DMC allows a personal care attendant to accompany a passenger at no additional charge when such an attendant is required to utilize the DMC service. Passengers are required to supply their own attendants at their own expense. Generally, the following conditions would warrant a fare-free attendant:

Immobility – If the passenger is unable to provide self-mobility, or if self-mobility is possible but a great risk of falling or physical injury exists, and the assistance of an attendant would provide mobility or lessen the danger of injury, then the passenger's attendant may accompany the passenger at no cost.

Disorientation – If the passenger, due to a visual or mental impairment, is unable to properly orient him/herself and navigate to reach a particular destination and if the assistance of an attendant would overcome the problem, then the passenger's attendant may accompany the passenger at no cost.

Non-Comprehension – If the passenger, due to mental impairment, is unable to adequately perform those mental processes necessary to handle common occurrences or is unable to effectively control his/her own actions, and if the assistance of an attendant would overcome the problem, then the passenger's attendant may accompany the passenger at no cost.

Communication Impairment – If the passenger is unable to effectively transmit or receive communications due to sensory or mental problems, and if these problems would prevent the passenger from using the service, then the passenger's attendant may accompany the passenger at no cost.

Other—Other impaired passengers not included in these general guidelines may also be eligible if, in the opinion of a licensed physician, the passenger would be unable to DMC with the aid of an attendant. The reasons supporting this opinion should be clearly stated in writing by a physician and submitted to the Executive Director. The Executive Director has final determination of need for personal care attendants.

Personal care attendants are required to specifically assist the passenger. This assistance includes, but is not limited to, the following duties:

- Assisting the passenger from his/her door to the bus and back again;
- Opening doors;
- Pushing mobility device to and from the vehicle;
- Transfer assistance from mobility device to a seat (if necessary);
- Carrying packages; and
- Communicating with the driver (if passenger is unable).

If an attendant does not specifically perform some type of assistance for the passenger, then that individual is not considered an escort and is charged the normal fare. Attendants are not to assist in wheelchair boarding or securement; this is the driver's responsibility.

Service Animals & Accommodation of Animals

Animals other than service animals as described below are allowed to ride a DMC vehicle in a secured pet travel carrier.

It is the policy of DMC to allow service animals to accompany their owner without restraint. Under the Americans with Disabilities Act of 1990, a service animal means any guide dog, signal dog, or other animal that is required to aid the owner and that is individually trained to do work or perform tasks for the benefit of an individual with impaired vision, alerting individuals with impaired hearing to intruders or sounds providing minimal protection or rescue work, pulling a mobility device, or retrieving dropped items.

The Americans with Disabilities act of 1990 allows for the imposition of legitimate safety requirements that are necessary for the safe operation of DMC. Double Mountain Coach can generally require use of a secured pet travel carrier for any animal that, in the opinion of the Executive Director or his/her designee, is a health or safety hazard regardless of the kind of training it has received and what function it serves for its owner. Handler maintains full responsibility of service animal.

Carry-On Packages

The volume of groceries/dry goods allowed for transport on vehicles shall be determined in accordance with space available. Drivers have to use personal judgment and tact in determining if and how much space is available for groceries/dry goods. Passengers are advised before leaving the vehicle of the quantity of groceries/dry goods they may be permitted to transport in the vehicle that day. Passengers shall carry their own groceries/dry goods. All groceries/dry goods must be placed standing up in either the storage area behind the rear seat, or on the floorboard underneath their seats, or be held in the lap of the rider. Groceries/dry goods are not allowed to be stored on the seats or in front of the door or in the aisle. Oversized packages will be refused for transport. No one package shall weigh more than 20 pounds. Passengers must make other arrangements for delivery of any item larger than specified.

Medical Oxygen for personal use

Oxygen will be transported only when medically necessary. It will be in a cylinder maintained in accordance with the manufacturer's instructions. The manufacturer's instructions and precautions are usually printed on a label attached to the cylinder. Drivers will inspect each cylinder to assure that it is free of cracks or leaks, including around the valve area and pressure

relief device. Drivers will also listen for leaks. Leaking, dented, gouged, or pitted cylinders will not be transported. Cylinders will be limited to the extent practicable. Cylinders will be secured to prevent movement and leakage. They will not be placed in aisle or sources of heat or potential sparks. Under no circumstances should smoking or open flames (cigarette lighter or matches) be permitted in the passenger compartment when medical oxygen is present.

Service Suspensions and Terminations

Cancellations

It is requested that passengers make every effort to notify the dispatch office of any necessary cancellations at least one day prior to the scheduled trip. Since this is not always possible we encourage passengers to notify the dispatch office as soon as possible.

No-Show Policy

Implementation of this policy has become necessary due to the rapidly increasing number of no shows. We have determined that no show trips affect not only the transit system, but also other customers. Our drivers make every effort to pick up all passengers on a timely basis, and when one of our customers is not there, the drivers are required to spend time seeking out the person. This delay has caused our drivers to fall behind their anticipated daily schedules and has caused unnecessary delay for other passengers attempting to get to their scheduled destinations.

Service Suspensions and Terminations

No Shows

A no show is defined as any instance in which a passenger does not keep their scheduled ride and fails to notify the DMC office at least two hours prior to scheduled pick up time.

If a passenger no-shows from his/her origin, DMC will not return to complete the trip. If a passenger later determines that they need a return trip, then they must call the DMC office to attempt to schedule. DMC will attempt to return at the earliest time possible, within service hours, depending upon vehicle availability. No guarantees of return are made. The Transportation Director or his designee reserves the right to authorize a driver to return for a pick up if circumstances warrant. The No-Show Policy for all public transportation customers will be as follows:

- a) Two no-shows within a one month period will result in a letter of notification and the passenger being placed on no-show status.
- b) A third no-show within a one month period will result in a review of past services provided and a customer's record of no-shows. This review could result in a letter of notification that riding privileges on DMC have been suspended.
- c) If determined preventable, no-show will result in suspension of services for 1 week.

- d) A second occurrence of three no-shows within a one month period will result in a 2 week suspension.
- e) A third occurrence of three no-shows within a one month period will result in a month suspension.

Medical transportation no shows for approved Medicaid customers, will be submitted to our transportation service area provider, Access2Care.

Suspensions

Passengers who, in the judgment of the Executive Director, demonstrates tendencies toward violent or destructive behavior through threats, verbal and/or physical behavior, shall have their DMC service eligibility terminated.

Appeals of Suspensions and Terminations

Passengers may appeal their suspensions or terminations by written notifications as outlined in Section IV. Complaint Procedure.

The ASBDC, Inc., Board of Directors and the Executive Director shall have the discretion to alter the penalty as dictated by circumstances.

Hearing Impaired/LEP Services

ASBDC, Inc. has taken steps to ensure that its policies do not have the effect of excluding or limiting the participation of beneficiaries of MTP because of their race, color, or national origin. Reasonable steps have been taken to provide services and information in appropriate languages other than English in order to ensure that LEP persons are effectively informed and can effectively participate and benefit from its programs. ASBDC, Inc. will ensure that no recipient, applicant, or their representative shall be required to provide or pay for the services of a translator or interpreter. ASBDC, Inc. will make every effort to avoid the use of any person under the age of 18 years or any family member or friend of the recipient as an interpreter for essential communication with recipients. A family member or friend may be used as an interpreter if this is required by the recipient and the use of such person would not compromise the effectiveness of services or violate the recipient's confidentiality and the recipient is advised that an interpreter is available free of any charge to the recipient.

The agency utilizes Relay Texas to ensure access to a telecommunications system for the deaf (TDD/TTY) to facilitate communication with hard of hearing, hearing impaired and deaf recipients. The toll free number is printed on agency brochures.

Relay Texas Telephone Numbers:

Non-TTY Users (hearing persons) 1-800-735-2988

TTY Users (deaf or speech-impaired) 1-800-735-2989

ASCII Users (deaf or speech impaired) 1-800-735-2991

VCO Users (hearing impaired) 1-877-VC01RTX (8201789)

Other Useful Contact Information:

Texas Commission for the Deaf and Hearing Impaired

P.O. Box 12904

Austin, Texas 78711

(512) 407-3250

(512) 407-3251

Texas Rehabilitation Commission

6400 Hwy 290E #201

Austin, Texas 78723

(512) 451-9579

(800) 687-2676

DOUBLE MOUNTAIN COACH POLICIES AND PROCEDURES
MEDICAL TRANSPORTATION
Medical Transportation Clients' Rights and Responsibilities

The Orientation process also includes a review of all Medical Transportation Program requirements. Staff is instructed on ensuring that all recipients are treated with respect and dignity, Medicaid recipient rights and responsibilities state in 1 Texas Administrative code, chapter 380, and complaint, confidentiality, and no retaliation policies. Annual refresher training is conducted annually. Client Rights and responsibilities are detailed below:

Recipient Rights and Responsibilities

An important part of the responsibilities of MTP staff and contracts is the respect for the rights of recipients. These rights extend to all individuals, regardless of marital status, parenthood, disability, color, race, religion or non-religion, age, gender, ethnicity, or national origin.

These rights and responsibilities pertain to all recipients.

Medical Transportation Clients have the right to.....

- Request medical transportation services that take into account your medical condition.
- Select a health care provider of your choice and have an attendant travel with you if medically necessary. If the health care provider is located beyond an adjacent county, this requires a referral from the attending physician.
- Be treated with dignity and respect by MTP and contractor staff
- Be picked up and delivered to your destination in a clean and safe vehicle
- Privacy and confidentiality in all aspects of services, including your medical records
- Have all forms you are asked to sign explained to you
- Have any policy or procedure explained to you and questions answered in a language you understand
- Register a complaint or offer your comments about the service and treatment you receive and to be told the complete name of the person to whom you may direct your complaint or comment
- Request an administrative review and/or informal hearing of any decision made regarding your transportation eligibility or services provided or denied
- Give suggestions or comments or register complaints with your transportation contractor or with the MTP staff about the service that you were or were not provided directly to the central program division

Medical Transportation Clients have the responsibility to

- Provide to MTP staff serving you the most complete and accurate information possible about your transportation needs and to provide any changes in information which would affect your eligibility
- Keep all appointments you make or notify MTP as soon as possible or at least four (4) hours in advance of your scheduled ride, when you cannot keep your transportation appointment
- Refrain from verbal and/or physical abuse or sexual harassment toward another client or passenger, contractor's employees, or department employees while requesting or receiving medical transportation services
- Not use authorized medical transportation for purposes other than travel to and from covered health care services
- Do nothing that would endanger the safety of the vehicle and passengers with whom you travel and wear a safety belt at all times
- Ask questions about your transportation arrangements that you do not understand

DOUBLE MOUNTAIN COACH POLICIES AND PROCEDURES COMPLAINT PROCEDURES

As a recipient of Medical Transportation and Public Transportation funds, administered by the Texas Department of Transportation, ASBDC, Inc. hereby attests that it will abide by the eligibility guidelines and service priorities, as stipulated and set forth in the Agency's Contracts. In the event of a transportation complaint, the complainant should adhere to the following procedure:

Complaint Procedure

In the event of a complaint, the complainant should contact the ASBDC, Inc., Operations Manager by telephone or in writing. If complaint is by telephone the Operations Manager will request a written detail of events concerning the complaint. All complaints must be signed. Complaints will be taken orally by complainant, however; ASBDC, Inc. requests that complaints be followed up in a written statement. Once the Operations Manager receives the complaint he/she then notifies the Executive Director. A thorough investigation will then be conducted. Once the investigation is completed, a decision regarding the complaint will be rendered and a written response issued to the complainant no later than ten days after receipt of the complaint. A copy of the complaint and action taken will be forwarded to the funding source offices within five working days of final investigation. A copy of the complaint and outcome will be kept on file at the ASBDC, Inc. office.

In the event, the complainant is not satisfied with the decision and action taken by the Operations Manager, the complainant shall notify the Executive Director in writing. The Executive Director will review all information regarding the complaint and shall have the discretion to bring complaint before the ASBDC, Inc., Executive Committee. The Executive Director shall inform the complainant in writing of the findings and action to be taken regarding complaint. This response will

be issued no later than ten days after the Executive Director receives the complaint.

All complaints should be directed to the following address:

**Aspermont Small Business Development Center, Inc.
9660 U.S. Hwy 83 S
Aspermont, Texas 79502
Attention: Operations Manager or ASBDC Executive Director**

Additional Medical Transportation Program Complaint Information

The Operation Manager will also refer Medical Transportation complaints directly to the Access2Care office at 1-888-972-5810.

Upon receipt, the Operations Manager investigates the complaint by speaking with appropriate personnel involved in the incident. A copy is forwarded to the Executive Director.

Upon completion, the Operations Manager documents the response directly on the MTP Complaint Report and sends the completed report to the local MTP Supervisor via electronic mail within 5 working days following receipt of complaint. A hard copy of the complaint (including response) is kept by the Operations Manager.

DMC personnel will at no time, follow up on a complaint directly with the complainant.

DMC shall ensure that its staff shall not retaliate or give the appearance of retaliation against an individual who has submitted a complaint against DMC or submitted a negative comment on a recipient survey.