

ePIC Loss Control Services

Success Through Execution



Missing the Last Piece of Your Risk Management Puzzle?

www.losscontrol.biz
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STANDARD TRAINING COURSES

Defensive Driver Training

Defensive driving is essential to preventing personal and financial loss, especially when transporting others. This extensive, three-hour course reviews common accident causes and driver errors, defensive driving skills and techniques, and loss control measures. Risk management techniques to reduce losses and minimize expenses are explained to enhance participants' understanding of how losses occur and what they can do to prevent them.

Driver Performance Testing

This course, created by the Advanced Driving Skills Institute, helps organizations measure a driver's perceptual skills prior to hire. The one-hour, video based training contains 40 on-road scenarios and measures a driver's ability to identify driving hazards, predict the movements of other drivers, select appropriate hazard avoidance techniques, and properly execute techniques to avoid collisions.

Dealing with Road Rage

Do you have road rage? Do you know someone who does? This 90-minute course will train drivers how to identify situations where road rage can occur, what to do if confronted by another motorist, and how to avoid being part of the problem. This program is interactive and uses real situations and a video to help drivers avoid being a victim or part of the road rage problem.

Coaching the Van Driver

Passenger vans — whether airport shuttles or part of an intricate transit service — pose particular challenges for drivers. Vans are heavier, require greater stopping distance, and are more susceptible to crosswinds. This four-hour course created by the

National Safety Council/FLI Learning Systems is designed specifically for van drivers to help them cope with these and other situations encountered on the road. This course is excellent for social service and non-profit organizations where transportation of passengers is an integral part of your operation.

Transporting Special Needs Passengers

This five-hour program is designed for drivers who are responsible for safe transportation of passengers who have special needs (e.g., intellectually impaired, hearing impaired, etc.). For these drivers, “safe transportation” means more than just driving, it also means assisting passengers. In order to blend these two important functions, this course is conducted in a “coaching” format that promotes driver participation. Course topics include vehicle inspection, reading traffic patterns, passenger assistance techniques, and considerations for transporting special needs passengers.

Customer Service Training for the Transit Operator

Positive customer relations are the key to success in any service business. Service companies are built on repeat business and referrals from satisfied customers. Customer service training is not just for counter staff — enhancing interpersonal skills throughout your company will ensure that your employees provide excellent customer service. During this two-hour session, operators will learn:

- ◆ The art of communicating
- ◆ How to determine the customer’s “personality”
- ◆ How to use tone of voice
- ◆ What to do when you can’t say “yes”
- ◆ How to deal with difficult customers
- ◆ How to avoid conflict traps
- ◆ The ten good customer service habits

Bloodborne Pathogens

A must for all first responders, specialized transportation providers, and other organizations where employees may come in contact with bodily fluids. This First Aid Institute course covers bodily fluids, exposure control, clean-up procedures, and necessary paperwork. The course also contains all information necessary to meet OSHA compliance guidelines.

Substance Abuse Awareness

This one-hour course is offered in direct response to the Omnibus Anti-Drug Act of 1988. The Act requires federal fund recipients to publish a statement prohibiting the use/abuse of controlled substances in the workplace, and the periodic training of employees on this topic.

Wheelchair and Occupant Securement

Devastating injuries caused by improperly secured wheelchairs, as well as monies paid for injuries, can put a company out of business. This training program covers the essentials of proper wheelchair and occupant securement including pre-boarding, mobility device positioning, attaching securements, and maintaining securement devices. This program is a must for specialized transit providers, those who transport the elderly and/or handicapped, and any public transit operator intent on meeting Americans With Disabilities Act guidelines.

Passenger Assistance Techniques

This course assists operators in handling customers with special needs. The one-day session consists of a classroom session as well as a “hands on” practice session covering basic functional losses, personal assistive devices, considerations in handling special needs clients, and environmental conditions affecting passengers. The “hands on” segment puts the skills taught in the classroom to use.

Customized Loss Control Training Modules

Loss control is a concern to any company and its employees. Through the development and implementation of our loss control services, we are even more dedicated to provide a total commitment to customer satisfaction. Other modular programs can be customized to meet your identified loss control needs and include topics such as crisis management, emergency preparedness and procedures, slip and fall prevention, liability issues and trends, rest stop maintenance, and developing a safety committee, to name a few. In addition, ePIC Loss Control Services will modify and/or develop other modules to support your organization's special needs.

Regional Offices

ePIC Loss Control Services home office is located in Bala Cynwyd, Pennsylvania and have several regional offices that provide services to our clients. We will work directly with you to make sure that you have the best possible protection.

Mid-Atlantic Region
One Bala Plaza
Suite 100
Bala Cynwyd, PA 19004

Northeast Region
50 Oliver St. P.O. Box 602
North Easton, MA 02356

Southeast Region
110 University Park Drive
Suite 100
Winter Park, FL 32792

Central Region
1950 Copper Oaks Circle
Blue Springs, MO 64015

North Central Region
1935 Brookdale Road
Suite 131
Naperville, IL 60563

Southwest Region
8500 West Bowles Street
Suite 210
Littleton, CO 80123

Western Region
1620 Santa Clara Drive
Suite 125
Roseville, CA 95661

Sunbelt Region
26300 La Alameda
Suite 470
Mission Viejo, CA 92691

For additional information regarding products offered by
ePIC Loss Control Services, please visit our website at:



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