

Health and Safety Protocols for
Transport Operators
(Coaches, Taxis, Private Cars & Mini Vans)



The following activities are proposed for Transport Operators in order to decrease the spread of COVID-19 and lower the impact in the workspace.

These activities include measures to:

- Reduce transmission among other Operators;
- Maintain healthy business operations; and
- Maintain a healthy work environment;



To Ensure Operators and Passengers Are Protected, Transport Operators and Drivers Should Employ The Following Steps

I

All Operators should ensure that passengers are pre-scanned by utilizing an infrared handheld temperature gun prior to entry into the vehicle.

II

All Operators are required to wash hands after every trip with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 70 % alcohol if soap and water are not available.

III

All employees must be provided with education and training around safe practices as it relates to personal hygiene, sanitation (cleaning and disinfecting policies), and illness policies outlined by the Ministry of Health and Wellness.

IV

All clients are required to use hand sanitizer with at least 70% alcohol-based immediately before entering the Transport vehicle.

V

Operators, Drivers and Conductors must wear a face mask when in close proximity of each other. Masks are to be changed every 4 hours.

VI

Passengers should wear a face mask prior to entering the vehicle.



VII

All persons should avoid touching the eyes, nose, or mouth.

VIII

Avoid close contact with people who are sick.

IX

Cover mouth and nose with a tissue when coughing or sneezing, then discard the tissue in the trash and wash your hands.

X

In accordance with new regulations, coaches and taxis may operate at full capacity until further notice.



XI

You may wish to install Plexiglas as an additional safety precaution between passenger and driver in vehicles.



XII

Seat directly behind driver must remain vacant.

XIII

When operating cars, ask passengers to sit in the back to create physical distance.

XIV

Do not share passengers unless they are members of the same family or the vehicle is large enough to maintain social distancing i.e. only one passenger per seat.

XV

Avoid handling money, and wear disposable gloves if you must collect money from customers. Use one pair of gloves per customer and dispose immediately after use.

XVI

Alternatively, you may use a 70% alcohol-based cleanser on your hands after each customer transaction.

XVII

Have tissues and hand sanitizer available for your passengers in the back of the vehicle.

XVIII

Print and post information available from approved sources such as the Government Information Service and the Ministry of Health and Wellness in the vehicle on the spread of COVID-19.

XIX

Clean and disinfect your vehicle immediately after you drop off passengers; pay close attention to surfaces that are touched often by passengers. These include **door handles** internal and external, **Internal handles above doors** and **grab handles, seats and seatbelts, head rests, arm rests, windows, window controls, control buttons, cup holders, centre console, trunk/luggage area.**



XX

Use a disinfectant that is pre-approved by the Ministry of Health and Wellness for use against the Novel Coronavirus (COVID-19).

XXI

Wear disposable gloves when cleaning and sanitizing the vehicle and discard safely immediately after use.

XXII

Operators/ Conductors and Drivers are asked to employ a staggered method of loading and disembarking from coaches i.e. passengers will be loaded from the back and off – loaded from the front of the vehicle.

XXIII

Guests' hands will be disinfected utilizing a 70% alcohol-based cleanser immediately on re-entering coach after every stop.

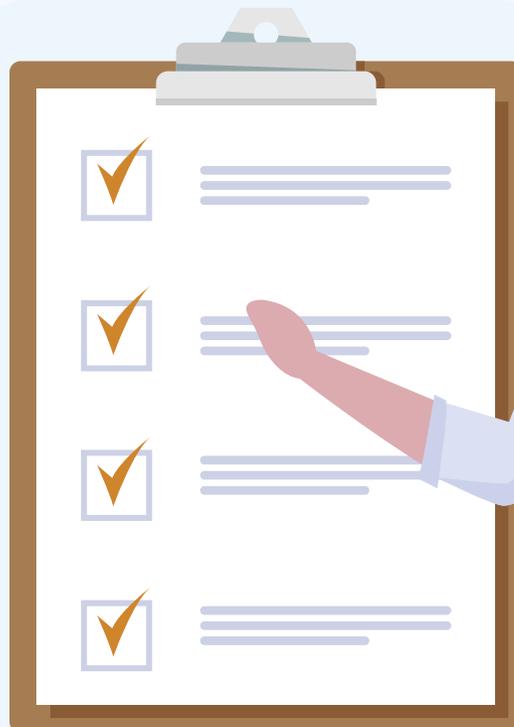


XXIV

Operators/ Conductors and Drivers are asked to employ a staggered method of loading and disembarking on coaches i.e. passengers will be loaded from the back and off – loaded from the front of the vehicle.

XXV

A log of all employee Health and Safety training must be strictly maintained.



If Transporting Medical Customers, The Following Precautions Must Be Adhered to:

I

Be sure to have alcohol-based hand sanitizer containing at least 70% alcohol content.

II

It is recommended that you wear personal protective equipment, such as disposable gloves and a face mask. It is important to replace your disposable gloves and face mask after every medical customer.

III

If you are transporting a patient who is ill, please follow the guidelines of the Ministry of Health and Wellness. You may also wish to wear a gown and a face shield or goggles if you help customers in and out of the car.

IV

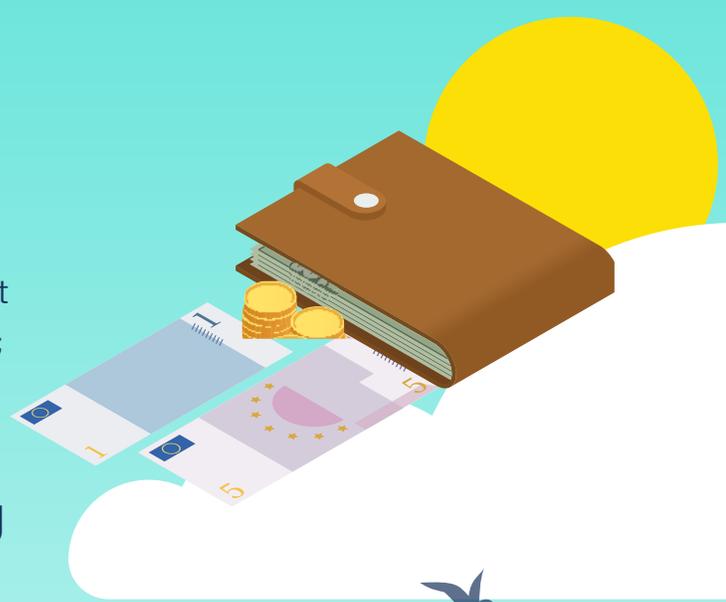
After helping a medical passenger out of the car, you should remove all protective equipment safely and wash your hands for at least 20 seconds before getting back into your car.

V

A training log of all COVID-19 protocols should be strictly maintained by all operators.

General Hygiene

- High-touch surfaces (phones, wallets) must be cleaned and disinfected after every use;



Social & Physical Distancing

- Operators are expected to work staggered start and finish times to reduce congestion and contact at all times;
- Operators should stay at least 3 feet away from other Operators where possible (lunchroom, bathroom, corridors, booths);
- It is recommended that Operators should stay on-site once they have entered the facility.



Handling Luggage & Passenger Bags

- Operators are required to wear gloves when handling doors, luggage and passenger's personal property.
- Clean and disinfect the trunk of the vehicle immediately after use following the guidelines provided.



An illustration of a hand wearing a blue nitrile glove holding a white spray bottle with a red nozzle. The background is dark blue with numerous red, spiky virus-like particles scattered throughout. The text is contained within white, cloud-like shapes.

Cleaning and Disinfecting Vehicles Before and After Use

At a minimum, all operators and Drivers must clean and disinfect commonly touched surfaces in the vehicle at the end of each shift and between the transportation of passengers. Operators and Drivers must ensure that cleaning and disinfecting procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use.

Doors and windows should remain open when cleaning the vehicle. When cleaning and disinfecting, individuals should wear disposable gloves compatible with the products being used as well as any other PPE required according to the product manufacturer's instructions. Use of a disposable gown when cleaning is also recommended, if available.

I For hard non-porous surfaces within the interior of the vehicle such as hard seats, arm rests, door handles, seat belt buckles, light and air controls, doors and windows, and grab handles, clean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfectant application. For disinfection of hard, non-porous surfaces, appropriate disinfectants labeled “approved for the treatment of Corona Viruses” should be utilized. Operators and drivers should follow the manufacturer’s instructions for concentration, application method, and contact time for all cleaning and disinfecting products.

II Operators and Drivers may also use diluted household bleach solutions prepared according to the manufacturer’s label for disinfection, if appropriate for the surface. Follow manufacturer’s instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.

III Alcohol solutions with at least 70% alcohol-based may also be used.

IV For soft or porous surfaces such as fabric seats and the trunk of the vehicle, (if used) remove any visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning, use products that are approved by the Ministry of Health and Wellness for use against the virus that causes COVID-19 and are suitable for porous surfaces.

V

For frequently touched electronic surfaces, such as tablets or touch screens used in the vehicle, remove visible dirt, then disinfect following the manufacturer's instructions for all cleaning and disinfecting products. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect.

VI

Gloves and any other disposable PPE used for cleaning and disinfecting the vehicle should be removed and disposed of safely after cleaning; **WASH HANDS** immediately after removal of gloves and PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 70% alcohol if soap and water are not available.

VII

If a disposable gown was not worn, work uniforms/clothes worn during cleaning and disinfecting should be laundered afterwards using the warmest appropriate water setting and dry items completely. Wash hands after handling laundry.

VIII

Vehicles should be thoroughly checked at the end of each trip to ensure that passengers have not left behind any personal belongings.

IX

All Drivers/ Operators must maintain a log of their daily cleaning schedule.

General Tourism Guidelines

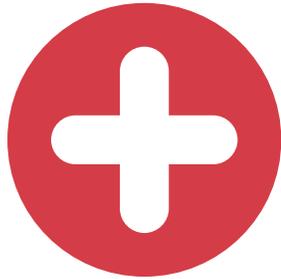


Special Considerations For Companies:

- Employees are expected to work staggered start and finish times to reduce congestion and contact at all times;
- Employees should stay at least 3 feet away from other staff (lunchroom, bathroom, corridors, booths);
- It is recommended that Employees should stay on-site once they have entered the workplace.



Contact Tracing



Operators should maintain a log of every passenger including passenger name, contact details, times collected, location drop off and collection (if applicable).

Form area with horizontal lines for text entry, including a red header bar.

An illustration of a hand wearing a blue nitrile glove holding a white spray bottle with a red nozzle. The background is dark blue with numerous red, spiky virus-like particles scattered throughout. The text is contained within white, cloud-like shapes.

Cleaning and Disinfecting of Equipment and Public Facilities Before and After Use

At a minimum, all equipment and public facilities must be cleaned and disinfected before being used by new customers. Special attention should be given to commonly touched surfaces in the public facility. Staff responsible for cleaning equipment and facilities must ensure that cleaning and disinfecting procedures are followed consistently and correctly, including the provision of adequate ventilation when chemicals are in use.

Doors and windows should remain open when cleaning the facility. When cleaning and disinfecting, individuals should wear disposable gloves compatible with the products being used as well as any other PPE required according to the product manufacturer's instructions. Use of a disposable gown when cleaning is also recommended, if available.

I For hard non-porous surfaces within the facility such as sanitary ware, sinks, doors and windows, and grab handles, clean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfectant application. For disinfection of hard, non-porous surfaces, appropriate disinfectants are antimicrobial **(destroying or inhibiting the growth of microorganisms and especially pathogenic microorganisms)** products. Cleaners should follow the manufacturer's instructions for concentration, application method, and contact time for all cleaning and disinfecting products.

II Operators and Drivers may also use **diluted household bleach solutions** prepared according to the manufacturer's label for disinfection, if appropriate for the surface. Follow manufacturer's instructions for application and proper ventilation. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser.

III Alcohol solutions with at least 70% alcohol base may also be used.

IV After cleaning, use products that are approved by the Ministry of Health and Wellness for use against the virus that causes COVID-19 and that are suitable for equipment surface.

V

Gloves and any other disposable PPE used for cleaning and disinfecting should be removed and disposed of after cleaning; **WASH HANDS** immediately after removal of gloves and other PPE with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer with at least 70% alcohol if soap and water are not available.

VI

If a disposable gown was not worn, work uniforms/clothing worn during cleaning and disinfecting should be laundered afterwards using the warmest appropriate water setting and dry items completely.

VII

Cleaners to maintain a daily cleaning log.



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