

# Day – COVID-19 Transportation Services Policy



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Current revision: 7/22/2020

Applies to: Transportation Services  
Policy number: TEMP – C19 Day – COVID-19 Transportation Services Policy  
Regulatory reference: <https://www.mass.gov/info-details/covid-19-updates-and-information>

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## Additional Safety Requirements for each Communitas Van

1. Each driver will be issued a clear face shield for use in van.
2. Routes will be planned, and seats assigned to maintain social distancing (6 feet) on board the vehicle. No passengers will sit up front with the driver. We will place only one rider per seat in every other row.
3. Routes will be planned to minimize the time participants spend in group transportation.
4. All vans will be equipped with one box of gloves and 15 cloth face coverings.
5. We have developed a transportation plan to meet the safety requirements spelled out by the state minimum requirements.
6. We have a plan for transporting participants to their home in the event they may have become sick but rely on HST Transportation.
7. All vans will have a log to be completed at the end of each route to communicate any health-related information to the health care coordinator at each site.
8. All vans will have CDC approved cleaning products and a receptacle for used gloves/cleaning materials.
9. We will provide training to the drivers and transportation staff on our transportation plan prior to reopening.
10. The RN at each program will train all drivers of the proper use of wearing PPE and handling of disinfectants prior to re-opening.
11. We will train drivers on precautions, including how to use masks and gloves and proper handwashing, prior to having them transport participants.

## Additional Service Procedures and Requirements for Communitas Drivers

1. Drivers are instructed to stay home if they are sick. Program staff will not schedule drivers when they are sick.
2. Drivers will thoroughly clean and disinfect the van after every use. Paying special attention to door handles, handrails, backs/tops of seats and areas on

seats that hands would rest getting in the van. Cleaning products used will be coronavirus approved disinfectants.

3. Any staff who might be called upon to clean the vehicle will be trained to use disinfectants in a safe and effective manner and to clean up potentially infectious materials and body fluid spills, according to the EPA-Registered Products for Use Against Novel Coronavirus SARS-CoV-2 (the cause of COVID-19).
4. Driver or other designated staff will thoroughly clean the vehicle after each use. This cleaning will include all of the following steps:
  - a. Sweeping or vacuuming thoroughly
  - b. Using EPA-Registered Products for Use Against Novel Coronavirus SARS-CoV-2 (the cause of COVID-19) to clean high-touch surfaces, including buttons, handholds, pull cords, rails, steering wheels, door handles, shift knobs, dashboard controls, and stanchions
  - c. Dusting and wet-mopping vehicle floors
  - d. Removing trash
  - e. Wiping heat and air conditioner vents
  - f. Spot cleaning walls and seats
  - g. Dusting horizontal surfaces
  - h. Cleaning spills
  - i. If soft or porous surfaces (e.g., fabric seats, upholstery, carpets) are visibly dirty, clean them using appropriate cleaners and then disinfect soft or porous surfaces using EPA Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2
5. Driver or other designated staff will disinfect each vehicle at least once a day. This disinfection will include all of the following steps:
  - a. Cleaning prior to disinfection to remove all surface matter
  - b. Using EPA-Registered Products for Use Against Novel Coronavirus SARS-CoV-2 (the cause of COVID-19) to clean high-touch surfaces, including buttons, handholds, pull cords, rails, steering wheels, door handles, shift knobs, dashboard controls, and stanchions.
  - c. If soft or porous surfaces (e.g., fabric seats, upholstery, carpets) are visibly dirty, clean them using appropriate cleaners and then disinfect soft or porous surfaces using EPA Registered Antimicrobial Products for Use against Novel Coronavirus SARS-CoV-2.
  - d. Staff should be trained to use disinfectants in a safe and effective manner and to clean up potentially infectious materials and body fluid spills.
  - e. We have a schedule for cleaning. All drivers and transportation staff have access to this schedule.

6. Drivers will be instructed to have all windows rolled down if safe to do so (when possible, roll windows down before riders begin boarding). If not safe or not possible to open windows, set ventilation systems to high. Do not recirculate conditioned air.
7. Drivers will wear approved face coverings throughout the entirety of their shift. Gloves will also be worn if a driver is providing hands-on assistance to an individual (disposed of immediately after use).
8. Each rider will be required to wear a face mask prior to boarding and throughout the trip. One will be provided if needed. If an individual refuses to wear a mask they may not enter the van.
9. Drivers will screen each participant prior to allowing entry onto the van. The following questions will be asked:
  - a. Today or in the past 24 hours, have you or any household members had any of the following symptoms (not associated with a pre-existing condition)?
    - Fever (temperature of 100.0 F or above), felt feverish, or had chills?
    - Cough?
    - Sore throat?
    - Difficulty breathing or shortness of breath?
    - Abdominal pain?
    - Unexplained rash?
    - Fatigue?
    - Headache?
    - New loss of smell/taste?
    - New muscle aches?
    - Nausea or vomiting?
    - Diarrhea?
  - b. Have you received a positive test result for COVID-19? When was the date of the test? Are you waiting to receive results of a COVID-19 test?
  - c. In the past 14 days, have you had close contact with a person known to be infected with COVID-19?
10. Transportation must coordinate with residential and housing programs to ensure the transportation procedures align with protocols that housing and residential programs may have established to ensure the safety and physical distancing of participants when residents prepare for pickup and drop off.
11. Routing will be developed to minimize the time participants are in group transportation.
12. When dropping participants off at the program and picking them up at the program, we have a system in place to maintain social distancing. For example, vehicles will off load and load one vehicle at a time, OR our location allows for enough distance between vehicles.

13. No rider will exit the van until designated staff have taken their temperature while inside the van (not to be permitted to exit if registering a temperature of 100.0 or higher).
14. Any rider who appears ill, or with a temperature of 100.0 or higher, will be transported back to their home. The rider will be asked to follow the recommendation of their PCP to address the potential of a COVID-19 diagnosis. The health care coordinator at each program will be in communication with that participant/guardian regarding ensuring that the PCP's recommendation(s) are properly followed.
15. Each participant will be given a fresh face covering prior to entering the building. A paper bag (with each individual's name clearly labeled) will be provided to store each face covering that was worn during transport. All "transportation face coverings" will be stored in containers within each program.
16. Prior to exiting the program, each participant will be asked to remove their "program face covering" and place it in their designated paper bag exchanging it for their "transportation face covering."
17. All "program face coverings" will be laundered by staff at least one time weekly.
18. Program Staff will assist participants with washing or sanitizing hands upon arrival after exiting the vehicle and again prior to departure before boarding.
19. Drivers can refuse to board any rider if the individual appears to be ill. This will need to be approved by Transportation Director, Michael Senese.
20. Vans will be unloaded one at a time. This may require that participants enter the building before 9 a.m. to encourage social distancing.
21. All participants will enter the building using the front entrance only.
22. Drivers and passengers will remain in the van until the assigned staff person is present and all pertinent communication has been completed.
23. Drivers will assist staff at each program upon arrival in escorting the individuals from the van to their perspective classrooms. If an individual appears ill, that person will be escorted to a designated space until the nurse can assess.