



The following is a list of suggested “best practices” for consideration in working with your local Board of Health and other municipal officials regarding the prospective reopening/re-starting your COA Transportation Services, based on guidance from the State, CDC and other sources. Additionally we remind you of the Governor’s Executive Orders of May 18, 2020 for the Phase One Reopening of the State, which included the “Safer at Home” Advisory. The new Safer at Home Advisory advises those over the age of 65 and those with underlying health conditions to stay home with the exception of trips required for health care, groceries, or that are otherwise absolutely necessary and further, restrictions on gatherings of more than 10 people remain in effect.

**STAGE 1- Overall Considerations for Transportation Services provided by COA’s:
COA’s and their staff should be considering the following as they move toward re-starting the provision of Transportation Services:**

- i. Overall Social Guidance: Those considered “high risk” include people older than age 65, anyone with underlying health conditions or a weakened immune system. Even those not considered "high risk" should take appropriate precautions to limit contact and exposure. The healthy well, or those who may have the virus but are asymptomatic, can expose those at high risk to the illness if they don't take proper precautions.
 - 1. All non-essential transportation should be limited.
 - a. Consider postponing use of volunteer drivers and/or finding alternative means of transportation if social distancing cannot be maintained during transport and appropriate cleaning cannot be performed.
 - 2. Consider if screening will be required of employees/drivers, consumers and driver vendors of your transportation program:
 - a. Your fire department and/or local paramedics may be a resource for pre-screening templates and documents
 - 3. Consider how you will develop a communication and education plan to notify drivers and consumers of required safety standards before restarting Transportation services.
 - 4. Follow recommendations concerning Transportation Service providers contact with consumers and facial coverings.
- ii. Mandatory Safety Standards for Workplace

3. Social Distancing

- i. Identify for essential transportation services, guidelines for passenger limits, and safety standards for both drivers and riders.
- ii. To ensure social distancing, it may be necessary to establish guidelines for passenger limits on vehicles of different sizes.
- iii. Identify how you will communicate the safety standards to drivers and riders.
- iv. Identify items and equipment needed to ensure safety standards in vehicles (Plexiglas shields, face coverings/masks, directional arrows, and sanitizer dispensers on vehicles).
- v. Assess how limited transportation availability will impact scheduling participants for programming.

4. Hygiene Protocols

- i. Drivers and consumers are required to wear masks or face coverings.
- ii. Consumers are required to wear masks or face coverings, except if unable to wear a mask or face covering due to a medical condition or otherwise exempted by Department of Public Health Guidance, (a consumer who declines to wear a mask or face covering because of a medical condition may not be required to provide documentation verifying the condition).
- iii. Exceptions for wearing face coverings include situations that may inhibit a consumer from wearing a face covering safely. These may include, but are not limited to:
 1. Those who cannot breathe safely;
 2. Those who, due to a behavioral health diagnosis, are unable to do so;
 3. Those communicating with people who rely upon lip-reading; and
 4. Those who require supplemental oxygen to breathe.
- iii. Consider conditions when social distancing cannot be practiced, (i.e.; driver escorting or providing physical assistance to riders), and what PPE is most appropriate for drivers to ensure protection of both the driver and the rider, such as N-95 Masks and gloves.
- iv. Consider how you can reinforce the practice of good daily hygiene with all drivers and consumers of Transportation Services.
- v. Develop a plan to ensure you have adequate supplies of hand sanitizer and cleaning supplies for transportation vehicles. (If you provide direct service).
- vi. Consider using the Coronavirus COVID-19 Broker and Transportation Provider Checklist Tool on pages 6-8 of the Human Service Transportation 2019 Novel Coronavirus (COVID-19) Guidance, [here](#) .

3. Staffing and Operations

- i. Consider developing/reviewing Transportation continuity plans for how to keep Transportation services going if staff, drivers and/or schedulers/monitors attendance levels drop due to illness or taking care of ill family members or children that may be temporarily out of childcare or school settings.
- ii. Be prepared to change your practices as needed to maintain Transportation operations.
- iii. Determine what training will be needed by Transportation staff and volunteers for:
 1. Social Distancing
 2. Hygiene Protocols
 3. Cleaning and disinfecting vehicles.

4. Cleaning and Disinfecting

- i. Learn what the required Cleaning and Disinfecting Protocols are for Non-emergency Transport Vehicles. This includes disinfecting vehicles often and following EPA and CDC guidelines for how to clean hard surfaces (such as door handles, seat belt buckles, etc.) and soft or porous surfaces (such as fabric seats, etc.), you can learn more [here](#)
- vii. Determine which staff will be responsible for sanitation and disinfecting of your Transportation Vehicles, (If you provide direct service).