

COVID-19 PROTOCOLS FOR USERS OF TAXI AND RIDE SHARING SERVICES

BASIC PRINCIPLES

- If you are unwell or have any COVID-19 related concerns call Health-line (311) for advice before you travel.
- If you're unwell with COVID-19 symptoms and must travel, private transport is required. If that's not possible, call Health-line (311) for guidance before travelling.
- Drivers should use hand sanitizer, and offer to passengers.
- Keep a supply of tissues, and encourage passengers to use them.

Taxi and Ride Sharing specific practices to prevent the spread of the virus.

Passengers must comply with requests from the driver to implement COVID-19 protective measures.

GUIDANCE FOR PASSENGERS

Personal Hygiene:

- Where possible, use hand sanitizer before and after you have entered or exited a vehicle.
- When you get to your destination you should wash your hands for at least 20 seconds with water and soap, and then dry your hands thoroughly.

Physical Distancing:

- Physical distancing between the driver and passengers is important, even in smaller vehicles.

Passengers must:

- Sit in the rear passenger seats only – you must not sit in the front passenger seat next to the driver.
- Sit as far as possible from the driver. For example, if you are the sole passenger, sit in the rear left-hand side passenger seat, diagonally opposite the driver.

The maximum number of passengers must be limited to the number of passenger seats in the back of the vehicle (in most cars there are typically 3 rear passenger seats).

Who You Can Travel With:

- Apart from the driver, only people from the same isolation group (household unit or 'bubble') can travel in the same vehicle.

Contact Tracing:

- Please comply with requests to provide contact tracing information.
- Drivers must be medically fit to drive, all staff/drivers must follow hygiene guidance and stay at home if they are sick or feel unwell.

GUIDANCE FOR DRIVERS

Personal hygiene:

- Ensure you follow the general personal hygiene guidance about washing your hands.
- Carry hand sanitizer and use it regularly.
- Minimise interactions with passengers. This includes minimising cash payments. Use hand sanitizer or wash your hands after each interaction.
- Use hand sanitizer or wash your hands after handling a passenger's luggage.
- Always wear face mask

Physical distancing requirements:

- No one should sit in the front passenger seat.
- You must limit the number of passengers in your vehicle to the number of seats in the rear of the vehicle (in most cars, there are 3 rear passenger seats).
- If there is only one passenger, sit them as far from you as possible (i.e. in the rear left seat).

Perform routine environmental cleaning and disinfection of vehicles

- After every journey or when visibly dirty, wipe all surfaces that a passenger may have touched with alcohol based wipes or disinfectant. This includes inside/outside door handles, seats and seat belts/buckles.
- Where available, use rubber gloves when cleaning. Dispose of them and any cleaning materials safely when you have finished (tightly covered garbage bin).

ADDITIONAL PREVENTIVE MEASURES WHILE TRANSPORTING PASSENGERS:

- Remind passengers about preventive measures to reduce risk to drivers
- Consider installing plexi-glass shields as a barrier between the driver and passenger in the back seat.
- Ask passengers to sit in the back seat to maintain physical distance.
- Consider minimizing shared rides so passengers are not travelling with individuals unknown to them.
- Drivers wearing a non-medical mask. Please note, that when worn properly, a person wearing a non-medical mask or face covering can reduce the spread of their own infectious respiratory droplets to others.
- If the passenger is being transported to or from a hospital or other health care setting and/or is displaying respiratory symptoms, ensure the windows of the car are open. The passenger must wear a mask or face covering,