



PROVIDER PROTOCOLS DURING COVID

Starting Monday, June 1st, 2020, Modus will begin implementing our first phase of reopening. This date is contingent on changes in state and city guidelines and recommendations, and may change at any time. In order to ensure the safety of our drivers and clients, we are implementing a new set of protocols, which will be strictly enforced. Additionally, we will not be bringing our volunteers back until Phase 2. All rides will be provided by Modus staff.

Modus management will continue to monitor the situation as it develops and will modify if any changes are made. In addition to the following procedures, we ask that everyone also follow CDC guidelines during this transition.

SCHEDULING A RIDE:

- All Ride Requests must be submitted by an authorized care provider at a Modus Member Agency at least 48 hours before the ride is to occur. Furthermore, Modus is requiring all clients to sign a new **Rider Agreement AND COVID-19 Acknowledgment and Liability Waiver**, which must be signed by the client and submitted by the provider at least 48 hours before the ride is to occur. The new waivers can be found in the [Provider Portal](#) and can be signed electronically.
- Modus will only provide rides to and/or from essential appointments or services. At this time, Modus will not provide transportation to social gatherings or recreational activities. For a service to be considered “essential”, it must fall under one of the following categories. If you are unsure whether or not a service is considered essential, contact Modus.
 - Healthcare
 - Food security
 - Legal services
 - Employment services, job training, or work
 - Housing and financial aid
 - Child care services
 - Educational opportunities
- Modus will not provide transportation to any events, appointments or services involving 10 or more participants, including the facilitator(s).
- No more than two (2) clients are allowed in any one vehicle at the same time. Furthermore, only passengers who are receiving services or who are considered essential to the success of the appointment are allowed in the vehicle.
- Clients are prohibited from bringing their own child safety seats. If a client is traveling with a child or infant, the provider must indicate the type of safety seat needed and Modus will provide one. This is to ensure that each child safety seat is properly disinfected after each use.
- **MODUS WILL NOT PROVIDE EMERGENCY MEDICAL TRANSPORTATION. IF YOUR CLIENT IS HAVING AN EMERGENCY, CALL 911.**

CONFIRMATION/CANCELLATION PROCESS:

- Modus staff will conduct health screenings with clients the day before the ride is to occur.
 - Clients are required to answer Modus’ health screening questions by no later than 5:00 PM, the day before the ride is to occur. If a client refuses or fails to respond to Modus, then the ride will be cancelled.

- If the results of the assessment indicate that the client has potentially contracted a communicable disease, then the ride will be cancelled and the client cannot ride with Modus until they present a doctor's note or for at least 72 hours, at which time Modus will conduct another assessment.
- All ride cancellations must be made two (2) hours in advance by the provider or client. Otherwise, it will be considered a no-show.
- All drivers and passengers are required to conduct a [Medical Self-Assessment](#) prior to their ride. We suggest conducting the assessment 2-3 hours before the ride is to occur.
 - If a client is showing signs of any illness, they should contact Modus as far in advance as possible to cancel their ride. If the client exhibits symptoms before or during their ride, the driver may ask the client to take their temperature with thermometer strips provided by the driver.
 - If a client has a fever of 100 or higher, they cannot ride with Modus for 72 hours after their fever has dropped.

If at any time in the future, you learn that a client has tested positive for COVID-19 or has been exposed to or been in close contact (within 6 feet) of someone who has been confirmed to have COVID-19, please notify Modus immediately.