



## DRIVER PROTOCOLS DURING COVID

Starting Monday, June 1<sup>st</sup>, 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.

### NEW REQUIREMENTS:

Modus has implemented new policies and procedures related to the COVID-19 pandemic. Our new protocols have been clearly communicated to each client and are to be strictly enforced; however, we ask that you practice patience with the clients as they learn our new procedures. Please take time to familiarize yourself with our new policies. If at any time, you have questions regarding our new protocols, contact the Modus office.

#### New Scheduling Requirements:

- Authorized care providers at Modus Member Agencies must submit all ride requests to Modus 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.
- All drivers and passengers are required to conduct a **Medical Self-Assessment** prior to their ride. We suggest conducting the assessment 3-4 hours before the ride is to occur. If you are showing signs of any illness, contact Modus as far in advance as possible to cancel your ride.
  - If a client has a fever of 100 or higher, they cannot ride with Modus for 72 hours after their fever has dropped.
- 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 by the provider or the client at least two (2) hours in advance. Otherwise, it will be considered a no-show.
- 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.



- No one other than the authorized client(s) who are scheduled with Modus is allowed in the vehicle, regardless if they are being picked up from the same location and/or going to the same destination.
- Modus will not provide transportation to any events, appointments or services involving 10 or more participants, including the facilitator(s).
- 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.
  1. Healthcare
  2. Food security
  3. Legal services
  4. Employment services, job training, or work
  5. Housing and financial aid
  6. Child care services
  7. Educational opportunities

#### **BEFORE THE RIDE...**

1. Sign up for rides in advance. We’re suggesting at least one day in advance.
2. Conduct a **Medical Self-Assessment** before your ride. We suggest conducting the assessment 3-4 hours before the ride is to occur. If you are showing signs of any illness, contact Modus as far in advance as possible to cancel your ride.
3. Disinfect vehicle before each ride. See **Vehicle Sanitation Protocol**.
4. Sanitize your belongings before and after your ride (e.g. cell phone, bag, etc.) and avoid bringing any in unnecessary items into the vehicle.
5. Remove all food and/or drinks from your vehicle. This is to protect you from any possible droplets entering your system.
6. Post “Closed Seat” sign on front, passenger seat and back, middle seat (if applicable).
7. Post “Client Guidelines” behind front, passenger seat.
8. Pay special attention to trip notes, noticing if specific entrances or buildings are noted for drop off or pick up.
9. Check to ensure you have the following:

Required Items	Suggested Items
Modus Magnets	Client Cards
Driver's License	Spare Tire
Up-to-date insurance	Tire Jack
Up-to-date vehicle registration	Jumper Cables
Modus Driver ID badge	Blanket
Cell phone	Ice Scraper
Modus contact information	Flashlight
Mileage Booklet (If receiving mileage reimbursement)	Paper Towels
<b>Masks</b>	Tire Gauge
<b>Hand Sanitizer</b>	<b>Disposable Gloves</b>
<b>Disinfectant</b>	<b>Extra Hand Sanitizers for Clients</b>

10. If you need to cancel your trip, for any reason, contact Modus as far in advance as possible.



## **DURING THE RIDE...**

### **Requirements:**

1. Be familiar with Modus procedures and educate clients on the new policies, as needed.
2. Each driver will be provided two (2) cloth masks. Wear your mask properly for the entire trip and wash your mask in between uses.
3. 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.
4. If a client refuses to follow any of Modus' policies, mark the client as a no-show and notify Modus immediately.
5. If a client exhibits COVID-related symptoms, require the client to take their temperature with the provided thermometer strips prior to allowing the client to enter your vehicle.
6. All drivers and passengers over the age of 4 are required to wear a mask at all times during the ride. Due to a limited number of masks on-hand, clients are expected to bring their own mask. If a client does not have a mask, provide a disposable mask and require them to wear properly for the whole trip.
7. All passengers are required to sit in the backseat of the vehicle and leave one seat empty between passengers. Drivers will be provided signs to indicate which seats are "closed".
8. Avoid physical contact with anyone in the vehicle. Instead, greet your passenger(s) with contactless hand gestures (peace sign, wave, Vulcan sign).
9. Wear clean clothing.
10. Cough/sneeze into your elbow or a tissue. Wash hands and dispose of tissue immediately.

### **Suggestions:**

1. Crack windows to circulate airflow.
2. Provide hand sanitizer to client(s) when they enter the vehicle unless indicated differently on the ride request.
3. Gloves are not required, but if you prefer to wear gloves, make sure you wear new gloves before each ride, avoid touching your face while wearing gloves, and properly discard of gloves after each ride. Modus has gloves available upon request.

## **AFTER THE RIDE...**

- Wash your hands. Use hand sanitizer if you are unable to wash your hands with soap and water.
- Disinfect vehicle and belongings (phone, bag, etc.). See **Vehicle Sanitation Protocol**.
- Note any health-related symptoms that the passenger(s) may display
- Note if client entered the indicated facility
- Change your gloves if you chose to wear them

**\*Please call ahead of time if you are needing to come to the office for any reason.**

**If at any time in the future, you learn that you or anyone in your household 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.**