



## DRIVER PROTOCOLS DURING COVID

### NEW REQUIREMENTS:

Modus has recently made changes to our COVID-19 policies. Attached are the new set of protocols and required forms. 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:

- Modus is requiring all clients to sign a **COVID-19 Acknowledgement and Liability Waiver**, which must be signed by the client and submitted by the provider 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.
- All ride cancellations must be by the provider or the client at least one (1) hour in advance. Otherwise, it will be considered a no-show.

#### BEFORE THE RIDE...

1. Sign up for rides as far in advance as possible.
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.
4. Post "Client Guidelines" behind front, passenger seat.
5. Pay special attention to trip notes, noticing if specific entrances or buildings are noted for drop off or pick up.
6. 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>Extra Hand Sanitizers for Clients</b>
<b>Disinfectant</b>	

7. 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. If a client refuses to follow any of Modus' policies, mark the client as a no-show and notify Modus immediately.
3. 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.
4. 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.
5. All passengers are required to sit in the backseat of the vehicle when possible.

### **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.

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

- Wash your hands. Use hand sanitizer if you are unable to wash your hands with soap and water.
- Note any health-related symptoms that the passenger(s) may display
- Note if client entered the indicated facility

**\*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.**