



# Standard Operating Procedure (SOP)

<b>1.</b>	<b>Contact Information</b>
<b>Procedure Title:</b>	Loading a passenger exhibiting symptoms of COVID-19.
<b>SOP Number:</b>	SOP-COV-1.0
<b>Revision Date:</b>	5.20.2020

<b>2.</b>	<b>Purpose</b>
Guidance for safe and proper loading of possible COVID-19 positive rider.	

<b>3.</b>	<b>Scope</b>
Procedures to approach a passenger that exhibits signs of COVID-19 infection.	

<b>4.</b>	<b>Policy</b>
<p>If a passenger exhibits signs of infection<sup>1</sup>, operator should ask the passenger if they have experienced any symptoms of the virus. If they state they have exhibited the symptoms of COVID-19, <u>the first priority is the safety of the passengers on board. Do NOT allow anyone to board that is exhibiting symptoms of COVID-19 and has failed the screening questions while other riders are present.</u></p>	

<b>5.</b>	<b>Procedure</b>
<b>Situation</b>	<b>Action Step</b>
<b>ALWAYS WEAR PERSONAL PROTECTIVE EQUIPMENT THROUGHOUT THE DURATION OF THE PROCESS</b>	
Loading a Rider with Possible COVID-19 Symptoms	1. Immediately call Dispatch and alert them of the situation prior to proceeding.
	2. From the driver's area, open the front door and ask the passenger to wait patiently near the rear entry door. <ul style="list-style-type: none"> <li>- If they are not wearing a face covering, ask if they have a face covering to put on. If they do, ask them to put it on prior to you exiting the vehicle.</li> <li>- If they do not have a face covering and you have an extra one (do not use your own), request that they</li> </ul>

<sup>1</sup> <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>



	<p>use the face covering you are offering <b>prior</b> to them entering the vehicle.</p> <p><b>*NOTE:</b> Do not deploy an N95 mask on the passenger. The restriction to airflow for passengers can be discomfoting and may agitate the passenger.</p> <p>3. Open all windows, if possible, prior to exiting the vehicle.</p> <p>4. Position the operator’s hand sanitizer in an area within easy access for later use.</p> <p>5. Exit the vehicle in a manner that will allow for at least 6 feet of distance from the passenger. This may mean exiting the front door and walking back to the rear door area where the passenger is located.</p> <p>6. Approach the passenger, remembering to keep at least 6 feet away.</p>
<p>Confirming the Passenger will be Using a Mask</p>	<p>7. Explain the following steps to the passenger prior to proceeding. ALL the steps will be taken to properly place the mask on the passenger.</p> <ul style="list-style-type: none"> <li>a. Approach the passenger from the side to avoid being in the direct line of their mouth or nose.</li> <li>b. Hand the passenger the mask using the elastic straps. Do NOT touch the mask itself.</li> </ul> <p><b>*Note:</b> If passenger cannot physically secure their own mask and needs assistance, you can offer to place the mask on their face from behind. You will position yourself behind them, bring the mask above their head and lower in position over their mouth and nose. Gently pull elastic loops around their ears.</p> <ul style="list-style-type: none"> <li>c. Ask the passenger not to touch your hand in any way during the exchange.</li> <li>d. Circle back in front of passenger to examine the position of the mask over their nose and mouth, making sure to keep a 6-foot distance.</li> <li>e. If needed, provide additional guidance to the passenger on adjusting the mask to cover their nose and mouth.</li> <li>f. Once the passenger’s nose and mouth are covered, proceed to the next steps.</li> <li>g. If the passenger refuses to wear the mask, do NOT allow them to enter the bus.</li> </ul>



	8. Begin the loading process from behind the passenger.
	9. Refer to SOP-COV-1.2 for ambulatory loading with mobility aid.
	10. Refer to SOP-COV-1.3 for wheelchair loading.