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Standard Operating Procedure (SOP)

1.	Contact Information
Procedure Title:	Passenger Exhibiting COVID-19 Symptoms Prior to Alighting – Ambulatory w/o Mobility Aid
SOP Number:	SOP-COV-1.1
Revision Date:	5.20.2020

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

3.	Scope
Procedures to loading and unloading a passenger on a transit bus that exhibits signs of COVID-19 infection.	

4.	Policy
If a passenger exhibits signs of infection ¹ , 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>	

5.	Procedure
Situation	Action Step
ALWAYS WEAR PERSONAL PROTECTIVE EQUIPMENT THROUGHOUT THE DURATION OF THE PROCESS	
Passengers are Not Present -Ambulatory Passenger	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. <ul style="list-style-type: none"> - 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.

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



	<ul style="list-style-type: none">- If they do not have a face covering and you have an extra one (do not use your own), place it on an aisle seat near the rear entry door. Let the passenger know you have placed the face covering there and ask them to use it when they are let on the bus. <p>*NOTE: Do not deploy an N95 mask on the passenger. The restriction to airflow for passengers can be discomforting and may agitate the passenger.</p>
	3. Open all windows, if possible, prior to the passenger boarding the bus.
	4. Return to the driver’s area and ask the passenger to enter through the rear entryway, if possible. <ul style="list-style-type: none">a. Ask the passenger to sit in an aisle seat closest to the rear door.b. Ask the passenger to touch as little as possible on the bus.
	5. Radio to Dispatch the passenger is on board and the passenger’s destination.
	6. If deemed appropriate, call the local Health Department for guidance. Dispatch should call ahead to any destination that could contain large gatherings or a high number of at-risk persons, such as Assisted Living Facilities and Hospitals, for guidance.
	7. Once at the destination, ask the passenger to exit through the rear door, if possible, and to touch as little as possible.
	8. Once the passenger has disembarked, radio to dispatch that the passenger has left and that you will begin disinfecting the vehicle.
	9. If EPA approved disinfectants ² are not available on the vehicle, GO BACK TO THE GARAGE. Do not attempt to clean the vehicle without EPA approved chemicals.

² <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>



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	<p>10. If you do have EPA approved disinfectants, make sure you have covered yourself with proper PPE. Begin to sanitize all areas within a six-foot radius of where the passenger entered the vehicle and sat. Sanitize any hard surfaces, grab rails, chairs, etc. that may have been touched.</p> <p>*NOTE: Make sure you use Chemicals as directed by the manufacturer. This includes the duration of the chemicals upon surfaces.</p> <hr/> <p>11. Contact dispatch once disinfecting has been completed and await further instructions before resuming operations</p>
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