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# Standard Operating Procedure (SOP)

| 1. Contact Information |   |
|------------------------|---|
| Procedure Title:       | Securing the wheelchair of a passenger exhibiting symptoms of COVID-19. |
| SOP Number:            | SOP-COV-1.2   |
| Revision Date:         | 5.20.2020   |

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

| 3. Scope  |  |
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| Procedures to load and secure wheelchair passenger. |  |

| 4. Policy   |  |
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| 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> |  |

| 5. Procedure  |   |
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| Situation   | Action Step   |
| <b>ALWAYS WEAR PERSONAL PROTECTIVE EQUIPMENT THROUGHOUT THE DURATION OF THE PROCESS</b> |   |
| Approaching Rider with Possible COVID-19 Symptoms                                       | 1. If the passenger has a mobility aid, refer to SOP-COV-1.1 on how to approach.  |
|   | 2. First, have hand sanitizer open and accessible PRIOR to exiting the vehicle for use after the mobility aid securement process.   |
|   | 3. Approach the passenger as described in SOP-COV-1.1.  |
|   | 4. Whether using a ramp or lift, stay positioned behind the passenger as much as possible, taking special care not to lock the wheels using the SAME HAND that you use to |

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



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|  | <p>operate the lift. Using the OPPOSITE HAND will prevent cross-contamination.</p>  |
|  | <p>5. Once the passenger has alighted the vehicle, follow standard wheelchair securement training. HOWEVER, take special care to distance your face from the passenger. You may ask the passenger to look toward the window while you are securing the front wheelchair straps.</p>   |
|  | <p>6. Return to the driver area and use the hand sanitizer prior to touching any driver's area surface.</p>   |
|  | <p>7. Radio dispatch that you are ready to depart. Note any issues with the boarding process, especially possible contamination, to dispatch.</p>   |
|  | <p>8. Upon arrival at the destination, put the vehicle in Park and again open your hand sanitizer for use upon re-entering the vehicle.</p>   |
|  | <p>9. To mitigate risk, there are options for approaching the passenger to help them disembark:</p> <ul style="list-style-type: none"><li>- If it is feasible, exit from the front of the vehicle and enter through the rear door to allow you to approach the passenger from behind.<ul style="list-style-type: none"><li>- Follow normal procedures for un-securing the wheelchair.</li><li>- Take special care when working on the front wheel straps. Ask the passenger to face the window while you take off the front tie-downs.</li></ul></li><li>- If it is not feasible to enter from the rear door, ask the passenger to face the window away from the aisle. Walk down the aisle while facing the opposite direction the passenger is facing.<ul style="list-style-type: none"><li>- Begin normal un-securing procedures.</li><li>- Take special care when working on the front wheel straps. Ask the passenger to face the window while you take off the front tie-downs.</li></ul></li></ul> |
|  | <p>10. Once the wheelchair is un-secured, follow normal procedures for unloading wheelchair passengers.</p> <ul style="list-style-type: none"><li>- Note that the wheelchair brakes will be a point of contamination as both you and the passenger will have touched them.</li></ul>  |



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|  | <ul style="list-style-type: none"><li>- If using a lift, take special care not to unlock the wheels using the SAME HAND that you use to operate the lift. Using the OPPOSITE HAND will prevent cross-contamination.</li></ul>   |
|  | 11. Upon the passenger disembarking, immediately sanitize hands with the personal hand sanitizer you had left open and accessible in the driver's area.   |
|  | 12. Radio dispatch to notify them of trip completion and that you will begin the disinfecting procedure   |
|  | 13. Disinfect areas that the passenger may have come in contact with, as well as areas where contaminants may have spread (approximately 6 feet around the area) per your agency guidelines. <ul style="list-style-type: none"><li>- Note: Disinfect any areas that you may have touched while assisting the passenger.</li></ul> |
|  | 14. Upon completion of the disinfecting procedures, radio to dispatch for next steps.   |