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Standard Operating Procedure (SOP)

1.	Contact Information
Procedure Title:	Denying service to a passenger exhibiting symptoms of COVID-19.
SOP Number:	SOP-COV-1.3
Revision Date:	5.26.2020

2.	Purpose
Guidance for detection and denying ridership of possible COVID-19 positive passenger when bus has passengers on board.	

3.	Scope
Procedures for identifying a waiting rider that is suspected positive for COVID-19, denying ridership, and calling for safe transport in a separate vehicle.	

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 present – Ambulatory Passenger	1. When the person waiting acknowledges COVID-19 symptoms, 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 while a separate vehicle is called to pick them up. <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 being pick up by the separate

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



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	<p>vehicle.</p> <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), request that they use the face covering you are offering prior to them entering the other vehicle. <p>*NOTE: 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. Radio to Dispatch to inform that the passenger is waiting, if they have a face covering or not, and the destination of the passenger.</p>
	<p>4. If deemed appropriate, contact the Health Department for guidance.</p> <p>*Note: 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.</p>
	<p>5. Should the passenger board the bus without permission, the driver should immediately have other passengers evacuate the bus through the rear and front doors to avoid as much contact with the infected passenger as possible.</p>
	<p>6. Once the infected passenger is removed from the bus, the bus will need to be removed from service and disinfected with EPA approved disinfectants prior to carrying passengers again.</p>