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Standard Operating Procedure (SOP)

1.	Contact Information
Procedure Title:	Supervisor picking up a passenger exhibiting symptoms of COVID-19.
SOP Number:	SOP-COV-1.4
Revision Date:	5.26.2020

2.	Purpose
Guidance for picking up possible COVID-19 positive passenger after being denied ridership on bus with passengers on board	

3.	Scope
Procedures for picking up a waiting rider that is suspected positive for COVID-19 that has been denied ridership on a bus with passengers	

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	
Ambulatory Passenger – Suspected Positive for COVID-19	1. Supervisor arrives to pick up suspected positive COVID-19 passenger in specially equipped sedan or van designed to isolate COVID-19 positive passengers and reduce risk of infection for the driver.
	2. Supervisor shall be wearing N-95 face mask, full face shield, nitrile gloves, disposable isolation jumpsuit, and disposable head covering.
	3. Supervisor should open windows in the vehicle, if possible, based on weather conditions prior to loading

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



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	<p>the passenger. If weather requires air conditioning, then the A/C should be set to bring in outside air and not recirculate interior air.</p>
	<p>4. Supervisor should exit the vehicle and approach the passenger, staying at least 6 feet away, to verify they have face mask properly covering their mouth and nose. If they lack face covering, the supervisor should provide them one while keeping as much distance as possible from the passenger.</p>
	<p>5. Supervisor should inform the passenger that they should refrain from talking while in the vehicle and not to remove the face covering during transport.</p>
	<p>6. Once the passenger has a face covering secured properly, supervisor should open the vehicle door while passenger is standing back at least 6 feet, then step back to allow the passenger to enter, and finally step forward to secure the door while verbally instructing the passenger on securing themselves in the vehicle.</p>
	<p>7. If deemed appropriate, call the local Health Department for guidance</p> <p>*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>8. Following dropping off the passenger, the supervisor should return to the transit facility while still wearing the protective gear. Once at the transit facility, the supervisor should carefully remove protective gear and dispose of it in a sealed garbage container while avoiding contact with any surface that could be contaminated with virus from the passenger. Following removal of the protective gear, the supervisor should immediately wash hands for 20 seconds and have the vehicle properly disinfected with EPA approved disinfectant chemicals.</p>
	<p>9. Should the supervisor believe that they were contaminated by contact or actions of the passenger, they should get tested for SARS-CoV-2 immediately and self-isolate until results of the testing are known.</p>