

COVID-19: Advice to volunteers providing transport services

This document has been updated from the May 20, 2020 version. The following changes have been made:

- Update to the list of signs or symptoms of COVID-19
- Update to information on community masks

Coronaviruses are most commonly spread from an infected person through:

- respiratory droplets generated when you cough or sneeze
- close, prolonged personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands

COVID-19 can be more severe in elderly, immunocompromised or those with chronic conditions.

The following are actions that can be taken to help prevent the spread of illness:

- To help combat the community spread of COVID-19, wearing a community face mask is required in public when physical distancing cannot be maintained. The use of a face covering provides an extra layer of protection for those around you.
- Volunteers should [screen](#) passengers prior to pick up by asking:
 - Are you feeling sick with two or more of [COVID-19 symptoms](#)?
 - If passengers have two or more symptoms and they are not seeking medical care, then they should be advised to stay home and contact 811 for further advice.
 - If passengers answer yes, to any of the following questions, the driver will advise them to stay home and refer to the self-assessment link on the Government of New Brunswick webpage:
 - Have you had close contact within the last 14 days with a confirmed case of COVID-19?
 - Have you been diagnosed with COVID-19 or are you waiting to hear the results of a laboratory test for COVID-19?
 - Have you returned from travel outside of Newfoundland and Labrador, Nova Scotia, Prince Edward Island and New Brunswick within the last 14 days?
 - Have you been told by Public Health that you may have been exposed to COVID-19?

NOTE: Community masks or face coverings should not be placed on children under the age of two.

Guidance

- For information on how to put on and remove a community face mask, go to www.gnb.ca/coronavirus.
- Change a cloth mask as soon as it gets damp or soiled.
- Put it directly into the washing machine or a bag that can be emptied into the washing machine and then disposed of.
- Cloth masks can be laundered with other items using a hot cycle, and then dried thoroughly.

- Non-medical masks that cannot be washed should be discarded and replaced as soon as they get damp, soiled or crumpled.
- Maintain social distancing by only transporting passengers in the back seat.
- Each individual/volunteer should only transport one passenger at a time in the vehicle, unless they are from the same household. Do not transport passengers from different households together.
- Consider wearing disposable gloves if you must touch passenger's items. Use one pair of gloves per customer and throw them away after.
- Clean and disinfect all surfaces potentially touched by a passenger after each transport or if they look soiled. Pay careful attention to high touch surfaces such as door handles, armrests and seatbelts. This should be done between all transport, whether the passenger looks healthy or not.
- Clean and disinfect door handles, armrests and seatbelts after transporting a patient who appears to be sick. Use a disinfectant that has a DIN number and is labelled as a virucide. (Link to disinfection sheet on Government of New Brunswick website <https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/CDCOVIDE.pdf>)
- Wash your hands (with soap and warm water for at least 20 seconds) or use an alcohol-based hand sanitizer (minimum content of 60% alcohol is important) after each transport.
- While not necessary to reduce transmission risk, driver can consider setting vehicle ventilation to non-recirculated air or opening windows.
- Consider adding a plexiglass or a plastic barrier to protect driver and passengers.
- Cough and sneeze into your arm or a tissue. Dispose of the tissue into the garbage after use. Wash your hands or use hand sanitizer.
- Keep hands away from face and mouth. Do not touch your eyes, nose, or mouth with unwashed hands.
- Stay home when sick.
- If you think you have [COVID-19 like-symptoms](#), [self-isolate](#) immediately and call 811 for advice. Go to www.gnb.ca/coronavirus for the latest information, including how to [self-monitor](#), how you can protect yourself, and what to do if you suspect you are at risk.

References:

Government of New Brunswick
<http://www.gnb.ca/coronavirus>

NYC licenced taxi drivers Taxi and Limousine commission
<https://www1.nyc.gov/site/tlc/drivers/coronavirus-information.page>

NHS website-UK
https://www.southampton.gov.uk/Images/Coronavirus%20SCC_tcm63-424763.pdf