

GCT Procedure for transporting passengers during COVID-19

This policy will cover;

Ring and Ride

Home to School Contracts

Group Travel

Voluntary Car/Hospital Transport

Collecting goods/food parcels from Third Parties

Fuel

Equipment

What to do if someone becomes ill on a journey

It should also be read in conjunction with *GCT Office Policy during COVID-19* as well as; *cleaning your vehicle during COVID-19*, *GCT School Contract Policy* and *GCT Ring and Ride Policy*.

Parking:

Please be careful when parking your car, ensure any colleagues are more than 2m away before you get out of your vehicle.

Entering the office:

You MUST use hand sanitiser that is outside of the office before touching the door handle.

When you enter the office call out to check that a colleague is not already in the kitchen. If they are please wait until they have come out of the building.

On entry to the office you MUST use the hand sanitiser again or wash your hands.

Put on a suitable pair of gloves.

Access the safe and collect logsheets and vehicle keys.

Proceed to vehicle checks etc.

Vehicle Checks and Preparing for the Journey:

Ring and Ride, Group Travel* and Voluntary Car**/Hospital Transport

- Complete your vehicle checks and the *GCT Cleaning your vehicle during COVID-19 Procedure* wearing the pair of gloves you put on in the office.
- Once this is complete, remove these gloves ensuring you do not touch the outside. Put them in the bin on your vehicle or in a carrier bag that can be tied.
- Use hand sanitiser for at least 20 seconds.
- Put on a new pair of gloves.

- Put on your visor or a facemask (at present you can choose to wear a visor, disposable mask or a fabric mask unless this policy specifically stipulates otherwise.) Please see Facemask instructions on how to do this safely.
- *Ensure you have checked your logsheets, if you have a passenger that travels in a wheelchair or will need assistance you must use face shield, as well as a disposable face mask or fabric face mask.*
- Open windows or ensure air conditioning is running to ensure there is adequate ventilation in the vehicle.
- On arrival to a passenger drivers should;
 - Knock on the door or ring the bell, and then take some steps back before the door is answered, allowing at least a two metre bubble.
 - If the passenger lives in a collective housing unit (care home or sheltered housing) do not enter the building, use the call system and ask the passenger to come to the main/designated entrance. **DO NOT ENTER ANY SHELTERED ACCOMODATION BUILDINGS OR CARE HOMES.**
 - If the passenger comes to the vehicle of their own accord please ensure a distance of 2m and follow the same process.
 - Ask the passenger how they are feeling, do they have any of the symptoms associated with Covid-19 (a high temperature and/or a new, continuous cough). Are they self-isolating, suspected or confirmed to have Covid-19? Ask the same question in respect of anybody else present at the property.
 - If the passenger is fit and well, continue as normal.
 - If they are presenting as symptomatic then politely withdraw and inform the passenger / family that you have some precautionary calls to make first. Contact the office and inform them.
- Passengers that travel in wheelchairs or need assistance so social distancing cannot be maintained:
- Ensure you are wearing appropriate PPE- **a disposable or fabric facemask, Gloves** and your **visor**.
- If the passenger travels in a wheelchair use the anti-bacterial wipes to wipe the handles of their wheelchair and any other areas you must touch to secure their wheelchair. E.g. Brake levers.
- You should also wipe down a passengers mobility frame, shopping trolley etc.
- Whilst wearing your gloves you should also use hand sanitiser to minimise any risk of contamination from mobility equipment into the driver's cab.
- Passengers **MUST** use hand sanitiser before boarding the bus.
- Passengers who do not require assistance should be allowed to board the bus themselves whilst the driver keeps a 2m distance. The driver should be the only person to touch any of the door handles.
- If you do have to collect more than one passenger ensure that one passenger is seated at the very back and the other near the side door so 2m distance is also maintained between the driver and passenger.
- Where possible load vehicle systematically to prevent passengers crossing paths. E.g second to board is the first passenger to disembark.
- Passengers should always be seated at the very back of the vehicle, and then by the sliding door if there is a second passenger.

- Once the passenger has disembarked ensure all surfaces are wiped down, hand rails, head rests, seat belt clips etc (*as per GCT Cleaning your vehicle during COVID-19 Procedure.*)
- Any passengers that may not be able to follow this procedure must be flagged to the office staff as soon as possible.
- You can then remove your gloves if you wish, but must follow the steps for reapplying gloves before you collect another passenger/enter a third party organisation or business. You also must wipe down the drivers cab with antibacterial wipes to avoid contamination.
- Whenever you remove gloves be very careful not to touch the outside of them.
- You should be washing your hands or using hand sanitiser in between each step of a journey.
- New gloves should be applied for each 'new' passenger.
- Once a shift has been completed you should follow the GCT Cleaning your vehicle during COVID-19 again.
- Please also follow the same process for Entering the Office as above at the end of your shift.
- It's really important you still wash your hands and use sanitiser before entering the office and placing any items in the safe as you could endanger a colleague by not following these processes.
- Once a face shield has been removed please clean it with an antibacterial cleaner before reusing.
- Fabric facemasks should be washed after each shift and ensure you choose which side is facing out and which side would be on your face. Always keep the pattern the same, e.g flowers facing outside, lilac fabric inside. So with my fabric face mask I always have the lilac fabric against my face and the floral side facing outwards. You should apply a new mask if your fabric mask becomes damp.

School Contracts:

Please follow the same steps for Parking and also entering the office.

- School contract staff are required to wear PPE for every shift.
- Drivers **must wear a face shield, disposable or fabric mask and gloves.** (unless this policy specifically stipulates otherwise)
- Passenger Assistants **must wear: Face shield, KN95 mask and gloves.** (Increased proximity to passengers and in case of a medical emergency.)
- If any member of staff has any concerns about a particular child that is due to travel with us please discuss them with the manager urgently, the manager will liaise with south glos council.
- A helpful song for children (and adults!) is the Baked Potato song by Matt Lucas: <https://youtu.be/eOnemWsV24U>
- Complete your vehicle checks and the *GCT Cleaning your vehicle during COVID-19 Procedure* wearing the pair of gloves you put on in the office.
- Passenger Assistants could assist with *Cleaning your vehicle during COVID-19 Procedure* whilst vehicle checks are being completed.

- Once this is complete, remove these gloves ensuring you do not touch the outside. Put them in the bin on your vehicle or in a carrier bag that can be tied.
- Use hand sanitiser for at least 20 seconds.
- Put on a new pair of gloves.
- Passenger Assistants- Put on your visor and KN95 mask. Please see Facemask instructions on how to do this safely. Visors must always be worn.
- Drivers- Put on your visor and appropriate mask. Please see Facemask instructions on how to do this safely. Visors must always be worn.
- If you have a **wheelchair** passenger the **driver MUST** also wear a **KN95 Mask** instead of a fabric or disposable one.
- Open windows or ensure air conditioning is running to ensure there is adequate ventilation in the vehicle.
- Passenger Assistant should sit in the rear of the minibus (on route to the first child and on the return to the yard/school) rather than the cab to ensure maximum social distancing *unless* they are from the same household.
- On arrival to a passenger, if possible allow the child to be brought to the bus by their parent or guardian. If this is not possible, Passenger Assistants should;
 - Knock on the door or ring the bell, and then take some steps back before the door is answered, allowing at least a two metre bubble.
 - If the passenger comes to the vehicle of their own accord please ensure a distance of 2m and follow the same process.
 - Ask the passenger (or passenger's parent or guardian) how they are feeling, do they have any of the symptoms associated with Covid-19 (a high temperature and/or a new, continuous cough). Are they self-isolating, suspected or confirmed to have Covid-19? Ask the same question in respect of anybody else present at the property.
 - If the passenger is fit and well, continue as normal.
 - If they are presenting as symptomatic then politely withdraw and inform the passenger / family that you have some precautionary calls to make first. Contact the office and inform them.
- Passengers that travel in wheelchairs or need assistance so social distancing cannot be maintained:
- You must be wearing appropriate PPE- **KN95 Mask, Gloves** and your **visor**.
- If the passenger travels in a wheelchair use the anti-bacterial wipes to wipe the handles of their wheelchair and any other areas you must touch to secure their wheelchair. E.g. Brake levers.
- You should also wipe down a passengers mobility frame, shopping trolley etc.
- Whilst wearing your gloves you should also use hand sanitiser to minimise any risk of contamination from mobility equipment into the driver's cab/passenger assistant's seat.
- Passengers **MUST** use hand sanitiser before boarding the bus. (Unless we have a specific travel plan/instructions in place for a passenger that could not comply with this.)

- Passengers who do not require assistance should be allowed to board the bus themselves whilst the driver keeps a 2m distance. The driver should be the only person to touch any of the door handles.
- If you do have to collect more than one passenger ensure that one passenger is seated at the very back and the other near the side door so 2m distance is also maintained between the driver, passenger assistant and passenger.
- Where possible load vehicle systematically to prevent passengers crossing paths. E.g second to board is the first passenger to disembark.
- Passengers should always be seated at the very back of the vehicle, and then by the sliding door if there is a second passenger.
- Once the passenger has disembarked ensure all surfaces are wiped down, hand rails, head rests, seat belt clips etc (*as per GCT Cleaning your vehicle during COVID-19 Procedure.*)
- You can then remove your gloves if you wish, but must follow the steps for reapplying gloves before you collect another passenger/enter a third party organisation or business. You also must wipe down the drivers cab with antibacterial wipes to avoid contamination.
- Whenever you remove gloves be very careful not to touch the outside of them.
- You should be washing your hands or using hand sanitiser in between each step of a journey.
- New gloves should be applied for each 'new' passenger.
- Once a shift has been completed you should follow the GCT Cleaning your vehicle during COVID-19 again.
- Please also follow the same process for Entering the Office as above at the end of your shift.
- It's really important you still wash your hands and use sanitiser before entering the office and placing any items in the safe as you could endanger a colleague by not following these processes.
- If there are a lot of people returning to the yard at the same time, please place logsheets and keys through the letter box to minimise traffic in and out of the office.
- Once a face shield has been removed please clean it with an antibacterial cleaner before reusing.
- KN95 Masks should be worn per shift, so Drivers and Pas will need x2 per day.

Foodbank Deliveries/Emergency Food Parcels/Collecting Prescriptions

Please follow the same steps for Parking and also entering the office.

- Complete your vehicle checks and the *GCT Cleaning your vehicle during COVID-19 Procedure* wearing the pair of gloves you put on in the office.
- Once this is complete, remove these gloves ensuring you do not touch the outside. Put them in the bin on your vehicle or in a carrier bag that can be tied.
- Use hand sanitiser for at least 20 seconds.
- Put on a new pair of gloves.

- Put on your visor or a facemask (at present you can choose to wear a visor, disposable mask or a fabric mask unless this policy specifically stipulates otherwise.) Please see Facemask instructions on how to do this safely.
- Open windows or ensure air conditioning is running to ensure there is adequate ventilation in the vehicle.
- The Passenger Assistant(s) should sit in the rear of the vehicle to ensure maximum social distancing, unless they are from the same household.
- When collecting food parcels or prescriptions social distancing should always be observed.
- If you must enter a block of flats please ensure you are wearing a face mask as well as a visor and ensure you have used hand sanitiser before entering and after exiting. It would be preferable for the people to collect items from the main door and they should all be able to do this unless they are; medically shielding, unable to due to mobility.
- Whilst wearing your gloves you should also use hand sanitiser to minimise any risk of contamination from mobility equipment into the driver's cab/rear of the minibus.
- Delivery of bags of shopping/prescriptions or food parcels to door and no further, if the passenger has a porch please utilise this and place at waist height if possible. Shoppers will have to accept that carrier bags must be paid for and once shopping has been delivered, they cannot be returned or passed back to the driver.
- Knock or ring the doorbell ensuring you are following the above steps laid out in this procedure and are wearing gloves.
- The driver/passenger assistant(s) should give themselves a separation bubble of at least two metres from the door.
- Staff or volunteers must not enter the property.
- Wherever possible fares are being taken over the telephone to minimise the handling of cash.
- Unless drivers are on a tight schedule, they should be able to engage in brief conversation with the service user, in particular to ascertain their health and that of anyone else in the household, or any significant household problems exist (water leaks, etc.) which the service user is not able to deal with. These should be reported back to GCT Office to respond to, potentially through signposting. The driver should not offer to deal with them directly, whether there and then, or later.*This is not applicable for the foodbank parcels or emergency food parcels*
- The driver/passenger assistant must use hand sanitiser when they return to the bus.
- Once a shift has been completed you should follow the GCT Cleaning your vehicle during COVID-19 again.
- Please also follow the same process for Entering the Office as above at the end of your shift.
- It's really important you still wash your hands and use sanitiser before entering the office and placing any items in the safe as you could endanger a colleague by not following these processes.
- Once a face shield has been removed please clean it with an antibacterial cleaner before reusing.

- Fabric facemasks should be washed after each shift and ensure you choose which side is facing out and which side would be on your face. Always keep the pattern the same, e.g flowers facing outside, lilac fabric inside. So with my fabric face mask I always have the lilac fabric against my face and the floral side facing outwards. You should apply a new mask if your fabric mask becomes damp.

Fuel:

Please follow all of the steps laid out above, but once you have purchased fuel please put on a new set of gloves to avoid any contamination from the Diesel pump.

Equipment:

Please ensure you have washed your hands or used hand sanitiser and applied a fresh pair of gloves before using any shared equipment such as the Jet Wash, tools, hose pipe etc. Remove gloves safely after use and wash your hands again or use hand sanitiser.

What to do if someone becomes ill on a journey (this is applicable to ALL services):

Government Guidance:

If anyone becomes unwell with the symptoms of coronavirus in a transport setting they should be sent home and advised to follow the stay at home guidance. If they need clinical advice, they should go online to NHS 111 (or call 111 if they don't have internet access). In an emergency, call 999 if they are seriously ill or injured or their life is at risk. They should not visit a GP, pharmacy, urgent care centre or hospital. There is currently no requirement to self-isolate if you have been in proximity with someone showing coronavirus symptoms in the workplace and have been following social distancing measures. Workers should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell. It is not necessary to close the transport setting or send any staff home

Also follow GCT procedure and call the emergency phone as soon as possible (07739941820.)

The main point to remember here is that infection may travel in both directions and therefore sticking to the protocols above acts as protection for the passenger as well as for all staff and volunteers. Given that the majority of our passengers will be in an at-risk group, it is incumbent on GCT as an operator to ensure that we have minimised the risk to them.

The steps laid out in this procedure are now mandatory and should be followed by all GCT Staff and volunteers.

*Group Travel is currently not operating in line with government guidelines
(13.05.20)

** Hospital journeys are only being accommodated in minibuses at present.
Accessible cars are not to be used as it does not maintain satisfactory social
distancing. The majority of journeys are being accommodated on the Ring and Ride
Service.(13.05.20)