

GUIDELINES TO SUPPORT THE GRADUAL RESUMPTION OF TRANSPORTATION SERVICES FOR COMMUNITY LIVING disABILITY SERVICES PARTICIPANTS

1.0 Introduction

Effective July 1, 2020, the Community Living disABILITY Services (CLDS) program started supporting the gradual reopening of non-critical day services. The program has resumed transportation services and payment for participants approved to return to day services at this time.

The purpose of this document is to provide transportation providers with measures to help minimize the spread of COVID-19 when transporting CLDS participants.

Protecting participants and front line workers remains the program's top priority. The resumption of day and transportation services must be done in a thoughtful and gradual manner and requires a coordinated effort between transportation providers, day services providers, participants, families, residential care facilities and Department of Families staff to ensure the safe transport of participants.

CLDS is working closely with public health officials to phase in non-critical day services. These guidelines may be updated or changed to align with the most current direction provided by public health in response to COVID-19. You can visit www.manitoba.ca/covid19 for more information on prevention and health and safety measures.

2.0 Risk Mitigation

A combination of protocols should be used to reduce the potential exposure to and transmission of COVID-19 in the provision of transportation services. Protocols that should be implemented by transportation providers include:

- screening participants for COVID-19 symptoms (this may be done by working collaboratively with the participant's family or residential service provider);
- safe physical distancing (to the extent possible within the vehicle);
- limiting the number of participants picked up at different homes;
- enhanced vehicle cleaning; and
- using personal protective equipment (PPE).

2.1 Screening

Driver self-screening and passenger screening is an important measure to help prevent the spread of COVID-19. See Appendix A for screening questions.

Driver Screening

The driver of the vehicle should conduct a self-review of the screening questions before each round trip. A driver who answers "yes" to any of the screening questions without an exemption should not drive program participants.

Participant Screening

The screening questions should be reviewed with each participant before the vehicle departs from the participant's place of residence. There are three options for reviewing the COVID-19 screening questions with participants:

- a. The driver asks the questions directly to the participant before they enter the vehicle or before departing; or,
- b. If the participant lives at home with family, the family reviews the questions with their family member and contacts the driver by telephone to cancel transportation if the participant has symptoms; or,
- c. If the participant lives in a residential care facility, the residential service provider reviews the questions with the participant before each transport. The residential service provider contacts the driver by telephone to cancel the transportation if the participant has symptoms. The residential service provider keeps a copy of the screening questions for each participant.

The process for reviewing the screening questions should be determined in advance of each trip and will require coordination with the family or residential service provider and department staff to determine the most suitable option. If a participant answers "yes" to any of the screening questions without an exemption, they should not be transported from their residence to the day service.

There are several exemptions to the screening questions such as locations where participants can travel outside of Manitoba without needing to self-isolate upon their return. Visit www.gov.mb.ca/covid19/soe.html for the most up-to-date information on exemptions.

See Section 3.0 for information on transporting a symptomatic participant from their day service to their residence or to a testing site in the event that a participant becomes symptomatic after arriving at the day service.

2.2 Physical Distancing

COVID-19 spreads more easily when contact between people is close (within two metres or six feet) and prolonged (more than 15 minutes). Physical distancing is an effective measure to reduce the spread of COVID-19. Reasonable physical distancing should be practiced during transportation to the greatest extent possible considering the size of the vehicle.

Protocols for physical distancing in a vehicle include:

- reduce the number of passengers (vehicles should not reach their maximum capacity);
- front passenger seat should be vacant at all times;
- passenger sits in the rear passenger side seat when they are the only passenger in vehicle;
- a seat is left empty between passengers when there is more than one passenger from different households in the vehicle; and
- windows are kept open (weather permitting).

2.3 Limiting the Number of Participants Picked Up at Different Residences

To the extent possible, participants should only be transported with participants that they live with. Transportation providers should work with day services providers and families or residential service providers to plan staggered pick up and drop off times.

It may not always be possible to limit the number of participants picked up at different residences due to the driving distance, time or other factors. In these instances, participants from the same residence should sit next to each other ensuring that there is space between participants from different residences. Vehicles should not be at maximum capacity.

New transportation plans require approval from the department. The department contract approval process will be followed for all new transportation plan requests.

2.4 Enhanced Vehicle Cleaning

COVID-19 can live on surfaces for a few hours to several days. Surfaces that are commonly touched by a person's hands are the most likely to contain the virus. In a vehicle, this includes:

- Door handles
- Door locks
- Windows
- Seatbelt clasp
- Seatbelt button
- Window controls
- Dashboard
- Gear shifters
- Radio and buttons
- Rear view and side mirror controls
- Arm/head rest
- Windshield controls

In order to prevent the potential transmission of COVID-19, it is important to disinfect high touch surfaces after each transport. All personal belongings should be stored in the trunk of the vehicle and participants should place their own personal belongings in the trunk, wherever possible.

Protocols for cleaning the vehicle:

- Use a sanitizing solution with a disposable cloth, paper towel or an antibacterial wipe.
- Wipe all high touch surfaces.
- Place used cloth, paper towel or wipe into a plastic bag and seal the bag.
- Wash hands with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer (at least 60 per cent alcohol) after sealing bag.
- Wear rubber gloves to protect hands if recommended by cleaning product manufacturer.
- Ensure that the cleaning solution is properly labelled and stored in a secure location such as the trunk.

It is important to always read and follow the manufacturer's instructions for safe use of cleaning and disinfecting products. Use only approved hard-surface disinfectants that have a Drug Identification Number (DIN). A DIN is an 8 digit

number given by Health Canada that confirms the disinfectant product is approved and safe for use in Canada.

Visit the following link for the approved COVID-19 disinfectant products:

<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>.

2.5 Using Personal Protective Equipment

It is a requirement for drivers to wear face masks while transporting CLDS participants. The department will provide transportation providers with the necessary PPE required for their drivers. Eye protection must not be worn in the vehicle by the driver as it could affect their visibility and ability to safely operate the vehicle.

- Drivers are allocated one mask per shift and should minimize the number of times they remove their mask throughout their shift as removing the mask increases risks of transmission.
- Drivers should only replace their mask if it becomes wet, damp, damaged or soiled.
- Masks should be removed and discarded at the end of a shift.

Drivers should always perform hand hygiene before removing and before reusing their mask. Masks should be stored in a clean paper bag or envelope that is labeled with the driver's name. Masks cannot be stored in a plastic bag.

Visit the following link for detailed instructions on safely removing, storing and reusing masks: <https://sharedhealthmb.ca/files/extended-use-of-face-masks.pdf>

Required PPE is ordered and distributed on a bi-weekly schedule by the department. Transportation providers are responsible for sending an email to their designated PPE contact to request their order of PPE.

- In Winnipeg email Misty.Prescott@gov.mb.ca
- In rural and northern regions email Whitney.Seib@gov.mb.ca and copy Lorna.Ives@gov.mb.ca

Transportation providers must provide the number of drivers scheduled per day and the number of shifts each driver will work per day for the two week period. This information will be used by the designated PPE contacts to calculate PPE requirements. Once a transportation provider submits their first order it remains as a standing bi-weekly order. Transportation providers must inform their designated PPE contact when changes occur so a new standing order can be created.

Transportation providers are responsible for picking up their orders at the following locations:

- In Winnipeg at 114 Garry Street
- In rural and northern regions at regional offices or they may be delivered to the agency

Handwashing with soap and water is an effective way to reduce the spread of COVID-19. Drivers and participants should wash their hands prior to entering the vehicle with soap and warm water for at least 20 seconds or use a hand sanitizer with at least 60 per cent alcohol. Drivers and passengers should avoid touching their face and practice cough/sneeze etiquette.

Additional information related to PPE can be located at:
<https://sharedhealthmb.ca/covid19/providers/ppe-resources/>.

3.0 Transporting Symptomatic Participants

If a participant develops symptoms while at their day service, the preferred transportation method is for the participant's day service provider, residential service provider or family member to transport the participant back to their residence or to a testing site. However, transportation providers may provide transportation services to a participant who is symptomatic if additional safety precautions are implemented.

Protocols for transporting symptomatic participants:

- a face mask (issued by the department) must be worn by the driver;
- a face mask should be worn by the passenger;
- the participant should be transported alone in the vehicle unless there is also a care provider accompanying them;
- the windows in the vehicle should be open during transport (weather permitting); and
- the vehicle must be thoroughly disinfected immediately after the transport.

It is important that the transportation provider, the day services agency and the participant's family or residential care facility have a plan in place before such an event occurs.

4.0 Administrative Controls

The driver completes the Driver's Record (Appendix B) each day and retains a copy for their records. The driver also completes the COVID-19 Screening Questions (Appendix A) for themselves and any participant where screening by family member, residential service provider or the participant was not pre-arranged. If the driver is employed by a transportation company, the driver submits completed copies of the Driver's Record and COVID-19 Screening Questions to the company every two weeks and the company retains the copies for their records.

Appendix A – COVID-19 Screening Questions

Screening questions are completed by the driver, participant's family or residential service provider for each participant before they are transported to their day service. If a participant answers "yes" to any question and does not have an exemption they must not attend the day service.

The participant should contact **Health Links-Info Santé** at 204-788-8200 or 1-888-315-9257 (toll-free) if they are experiencing symptoms of COVID-19.

If the driver is employed by a transportation company, the driver submits completed forms to the transportation company every two weeks.

Name of Participant: _____

Date: _____

Time: _____

Administered by: **Residential Service** **Driver** **Family**

1. Have you been in close contact with someone who has COVID-19 or is being tested for COVID-19 and the results are pending? Yes No

2. Have you been instructed to self-isolate*? Yes No

3. Have you travelled outside Manitoba in the last 14 days*? Yes No

4. Do you have any symptoms associated with COVID-19 (i.e., cough, fever, runny nose, sore throat, weakness or headache)? Yes No

*Some people are exempt from the self-isolation and travel restrictions. Please visit www.gov.mb.ca/covid19/soe.html.

Appendix B – Driver’s Record

The driver completes this form each day and retains a copy. If the driver is employed by a transportation company, completed forms are submitted to the transportation company every two weeks.

Transportation Company:	Date:
Driver reviewed all COVID-19 screening questions. Yes <input type="checkbox"/> No <input type="checkbox"/>	Driver answered “No” to all COVID-19 screening questions. Yes <input type="checkbox"/> No <input type="checkbox"/>

	Location 1	Location 2	Location 3	Location 4
Name/Location of Residence				
Pickup Time				
Number of Passengers				
Type of vehicle/capacity of vehicle				
Screening questions asked	<input type="checkbox"/> By driver <input type="checkbox"/> By residential service <input type="checkbox"/> By family	<input type="checkbox"/> By driver <input type="checkbox"/> By residential service <input type="checkbox"/> By family	<input type="checkbox"/> By driver <input type="checkbox"/> By residential service <input type="checkbox"/> By family	<input type="checkbox"/> By driver <input type="checkbox"/> By residential service <input type="checkbox"/> By family
Vehicle cleaned after drop off at day services	<input type="checkbox"/> Yes <input type="checkbox"/> No			
Vehicle cleaned after drop off at residence	<input type="checkbox"/> Yes <input type="checkbox"/> No			

Comments:
