

## **Recommendations for Virginia Community Service Providers: Re-Opening Specific to Transportation Services**

In line with the phased re-opening of Virginia per the Governor's orders, community based treatment providers are moving toward the re-opening of face-to-face services. These services cover diverse populations, areas, needs, and placements. As such, the recommendations in this document will cover services specifically related to transportation services. All providers should communicate with their locality administration in order to ensure their individual plans are reflective of the needs and re-opening plans of their own communities.

Referencing [CDC recommendations](#) and the [Forward Virginia Guidelines](#), providers must prepare COVID-19 mitigation plans for reopening, as even in Phases II and III of the Forward Virginia Blueprint, it is likely that outbreaks of COVID-19 will continue. Therefore, the plans outlined in this section should consider various contingencies for continuing operations in the event of an outbreak. Providers must report cases and outbreaks to their [local health department](#), and consult with their respective local health department regarding management of outbreaks.

### **Guiding Principles**

The more people a student or staff member interacts with, and the longer that interaction, the higher the risk of COVID-19 spread. The risk of COVID-19 spread increases in clinic settings as follows:

- **Lowest Risk:** Individuals and providers engage in virtual-only service delivery and participation.
- **More Risk:** Individual or small, in-person service delivery. Any items shared between staff and individuals should be cleaned and disinfected post each use.
- **Highest Risk:** Full-sized, in-person service delivery where providers and individuals are performing services as they would prior to the COVID-19 outbreak without physical distancing, face coverings, cleaning and disinfecting items including chairs, or signature pads.

Strategies that will assist in successful planning should center on promoting behaviors that reduce spread of COVID-19, maintaining healthy environments and operations, and preparing for and acting when someone gets sick and/or presents with symptoms.

Documentation involving recommendations for re-opening clinic and non-clinic based services can be found [HERE](#) Please review the recommendations in these documents as they apply to general services recommendations:

The following should be included in plans for *transportation related to service delivery*:

1. Actively encourage sick drivers to [stay home](#).

2. Provide employees with where to find accurate information about COVID-19, its [symptoms](#), and how it spreads, with instructions to monitor symptoms prior to every shift. Further information can be found on this topic from [OSHA](#).
3. Develop policies and technology options that allow and prioritize contactless transactions that limit or eliminate close contact and the sharing of items, such as pens and electronic signature pads, between drivers and passengers.
4. Avoid picking up multiple passengers when possible.
5. Have strategies to maintain appropriate physical distance between persons not living in the same household.
6. Provide clear communication and signage for [physical distancing](#) in areas that are visible to passengers, especially at entrances and in seating areas.
7. Avoid contact with passengers as much as possible.
8. Maximize use of larger transportation vehicles and do not allow passengers to ride in the passenger seat.
9. Obtain and carry cleaning and disinfectant spray or disposable wipes and disposal trash bags with you in your vehicle.
10. Encourage the use of and provide assistance in acquiring hand sanitizer and disposable wipes and cleaning products so that commonly touched vehicle surfaces can be wiped down by drivers.
  - a. Practice routine [cleaning and disinfection](#) of high contact areas and hard surfaces, including door knobs/handles, handrails, seats, floors, and equipment.
  - b. Follow [CDC Reopening Guidance for Cleaning and Disinfection](#) and use an [EPA-approved disinfectant](#) to clean. For high contact areas, routinely disinfect surfaces at least every 2 hours.
  - c. At a minimum, clean and disinfect frequently touched surfaces in the vehicle at the beginning and end of each shift, and between transporting passengers.
11. Ask passengers to wear a [cloth face covering](#) and [cover their mouth and nose with tissues if they cough or sneeze](#). Ask the passenger to dispose of the tissues after exiting the vehicle.
12. In accordance with Virginia Guidelines, vehicle operators/drivers must wear face coverings. If a vehicle is shared, operator/driver areas should be cleaned and disinfected between shifts.
13. When loading and unloading multiple individuals, consider loading from back to front, and unloading from front to back, to avoid cross contact between individuals as much as possible.
14. For additional protection, consider installing safety-compliant partitions around the driver area on transit vehicles and at staffed kiosks or desks.
  - a. Utilize floor decals or colored tape to indicate where the public should not sit or stand.
15. Further recommendations related to transportation can be found [HERE](#) from the DRPT.