

GUIDANCE FOR TAXIS, LIMOS, RIDESHARES AND COMMUTING

Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the [COVID-19 General Relaunch Guidance](#), this guidance, and any other applicable Alberta Health guidance found at: <https://www.alberta.ca/biz-connect.aspx>.

This document has been developed to support taxi, limo and rideshare operators, as well as members of the general public who commute or travel together in the same vehicle, in reducing the risk of transmission of COVID-19. The guidance provided outlines public health and infection prevention and control measures, specific to these vehicle settings.

This document and the guidance within it is subject to change and will be updated as needed. Current information related to COVID-19 can be found: <https://www.alberta.ca/covid-19-information.aspx>

Pre-Screening Passengers in Taxis, Limos and Rideshares.

Before accepting a ride request, ask the client if they are legally required to quarantine or isolate due to COVID-19, specifically:

- Have you returned to Alberta from international travel in the last 14 days?
- Have you been identified as a close contact of a person who is confirmed as having COVID-19?
- Have you had any of these symptoms within the last 10 days: cough, fever, shortness of breath, runny nose, sore throat?

If the answer to all of these questions is **no**, use the COVID-19 Risk Mitigation Strategies below. If the client answers **yes**, also consult the *Additional Risk Mitigation Guidance on page 5 of this document*.

COVID-19 Risk Mitigation

Considerations for Vehicle Occupants when Commuting	<ul style="list-style-type: none">• There is no capacity restriction for individuals travelling in the same vehicle.• Whenever possible, individuals should limit group travel to members of their household or cohort (see Guidance for Cohorts).• Individuals travelling in the same vehicle who are <i>not</i> part of the same household or cohort should consider the following:<ul style="list-style-type: none">○ Limit the number of individuals in the vehicle to allow for 2 metres distance, where possible.○ Wear masks when in the vehicle.○ Wash or sanitize hands before entering the vehicle and after exiting the vehicle.○ Have disinfecting wipes available for individuals to wipe down
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	<p>their seat/area.</p> <ul style="list-style-type: none"> ○ If the journey includes stops where the vehicle is vacated, have occupants sit in the same seats when returning to the vehicle.
<p>General Guidance for Taxis, Limos and Rideshares</p>	<ul style="list-style-type: none"> ● Operators/drivers should encourage passengers to stay up to date with developments related to COVID-19. ● Operators/drivers should notify passengers of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures. <ul style="list-style-type: none"> ○ COVID-19 signage should be posted in highly visible locations: <ul style="list-style-type: none"> ▪ “Help prevent the spread” posters are available. ▪ When possible, provide necessary information in languages that are preferred by passengers. ● All Albertans must follow CMOH Order 05-2020, which establishes legal requirements for quarantine and isolation. <ul style="list-style-type: none"> ○ Anyone with symptoms of COVID-19; with a history of international travel in the last 14 days; or with close contact with a confirmed case of COVID-19 in the past 14 days must remain at home. ● If there is more than one passenger, the driver should confirm with clients that passengers from the same household or cohort will be riding together. ● If a driver becomes aware that they may have inadvertently been exposed to COVID-19 and the recommended measures for transporting persons required to isolate or quarantine due to COVID-19 were not in place while transporting that client, they should complete the COVID-19 Self-Assessment or call 811. <p>To support public health contact tracing efforts in the event that a passenger tests positive, organizers should consider collecting the names and contact information of passengers.</p> <ul style="list-style-type: none"> ● Providing information is voluntary for passengers. An organization must obtain an individual’s consent and notify them about the purpose and legal authority for the collection. <ul style="list-style-type: none"> ○ Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose. ● Information about passengers will only be requested by Alberta Health Services if a potential exposure occurs onsite. ● For businesses/workplaces, this includes staff, workers and volunteers on shift. ● Records should only be kept for 2 weeks. An organization must make reasonable security arrangements to protect the personal information. ● For more information, the Office of the Information and Privacy Commissioner has released Pandemic FAQ: Customer Lists about

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	<p>collecting personal information from customers during the COVID-19 pandemic.</p> <ul style="list-style-type: none"> For questions about your obligations under the <i>Protection of Personal Information Act</i> (PIPA), please contact the FOIP-PIPA Help Desk by phone at 780-427-5848 or by email at sa.accessandprivacy@gov.ab.ca.
<p>Screening & Response Plans for Taxis, Limos and Rideshares</p>	<p>In addition to asking all passengers the screening questions listed at the top of this document, drivers/operators should screen themselves every day before operating the taxi, limo, or rideshare.</p> <ul style="list-style-type: none"> Operators may choose to use Alberta Health Daily Checklist. <p>A rapid response plan sets out a fast-action plan for operators when a passenger shows symptoms or tests positive for COVID-19.</p> <ul style="list-style-type: none"> Operators should develop a plan that includes appropriate policies and procedures based on the type of passengers specific to their services and settings. Passengers should be familiar with and follow the operator’s rapid response plan if a passenger starts feeling symptoms during a shift. This should include: <ul style="list-style-type: none"> Immediately isolating the passenger from others. Cleaning and disinfecting all surfaces that may have come into contact with the symptomatic passenger. Requiring hand hygiene and masking of the passenger. The passenger must isolate as soon as possible.
<p>Driver Protections for Taxis, Limos and Rideshares</p>	<p>Drivers should:</p> <ul style="list-style-type: none"> Wash hands frequently or use alcohol-based sanitizer with at least 60% alcohol if soap and water is not available; especially: <ul style="list-style-type: none"> When entering and exiting the vehicle, and After handling cash or passenger luggage. Cough or sneeze into your elbow, away from others, and sanitize your hands afterwards. Avoid touching their face with unwashed hands. Launder clothes between shifts. Self-screen for symptoms of fever, cough, shortness of breath, sore throat or runny nose before starting work. If a driver has any of these symptoms, they should not work. They should stay home and away from others, and use Alberta Health Services’ online COVID-19 Self Assessment or call 811 for testing. Consider wearing a non-medical face masks. Masking guidance is available online. Airflow in the vehicle should not be set to the recirculating setting
<p>Cleaning and Disinfecting Taxis,</p>	<ul style="list-style-type: none"> Increase frequency of cleaning and disinfecting of high-touch surfaces, such as door handles (internal and external), seatbelt clasps, window

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<p>Limos and Rideshares</p>	<p>controls, payment devices, seats and armrests, steering wheel, mobile devices and GPS.</p> <ul style="list-style-type: none"> • It is recommended that vehicle cleaning logs be kept.
<p>Distancing in Taxis, Limos and Rideshares</p>	<ul style="list-style-type: none"> • Use contactless payment and avoid cash payments, where possible. <ul style="list-style-type: none"> ○ Consider wearing disposable gloves if cash payment is required and dispose of gloves and complete hand hygiene immediately afterward. • Ask single riders to sit in the back seat, opposite the driver, to maintain the greatest distance. • Allow passengers to enter, exit, load and collect belongings without assistance, where possible. • Consider installing a physical barrier, such as a clear acrylic sheet, to separate the driver from passenger seating. • Avoid transporting clients together who are not from the same household or cohort family.
<p>Passengers in Taxis, Limos and Rideshares</p>	<ul style="list-style-type: none"> • Operators can provide advice to customers on how to reduce risk of transmission of COVID-19. For example: <ul style="list-style-type: none"> ○ Sharing of rides will only be permitted to members of the same household. ○ Use alcohol-based hand sanitizer or wash hands thoroughly with soap and water before and after using the service. ○ Consider wearing a non-medical procedure or cloth mask. • Provide hand sanitizer with at least 60% alcohol, tissues and no-touch waste receptacles for driver and passenger use. • Consider posting signage addressing respiratory etiquette and hand hygiene.

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Additional Guidance

Transporting Persons Required to Isolate or Quarantine due to COVID-19

<p>Before Pick-up</p>	<ul style="list-style-type: none"> • Each passenger should be contacted prior to pick-up in order to: <ul style="list-style-type: none"> ○ Advise the passenger to sit in the back seat and wear a non-medical procedure mask or face covering (cover the nose, mouth and chin) before entering the vehicle, for the duration of the trip and when exiting the vehicle - see the Personal Protective Equipment (PPE) section. ○ Determine if the passenger will need assistance with loading and unloading belongings. ○ Ensure that only one passenger will be transported in the same vehicle. • Multiple passengers are only allowed if they are from the same household and will be in isolation/quarantine together.
<p>Prevention – Environmental Controls</p>	<p>All vehicles should be equipped as follows:</p> <ul style="list-style-type: none"> • If possible, a physical barrier, such as a clear acrylic sheet, should be installed between the driver and back passenger seats to protect the driver and prevent the need for driver PPE. • If installation of a physical barrier is not possible, the driver should follow the PPE section recommendations. • Seats or seat covers should be made of a smooth, non-absorbent, wipeable material (e.g., vinyl or leather) which is free from breaks, cracks, open seams, chips, pits and similar imperfections. • If seats or seat covers are not wipeable, then disposable seat covers should be used and changed between each passenger. • Alcohol-based hand sanitizer with at least 60% alcohol content should be made available in the front seat for the driver and back seat for passenger use in every vehicle. • Ensure cleaning and personal protective equipment supplies are maintained. • A small garbage bag, for PPE disposal, should be placed in the back seat and changed between each passenger. <p>All drivers should:</p> <ul style="list-style-type: none"> • Clean hands with an alcohol-based hand sanitizer prior to entering and exiting the vehicle. • Remain inside the vehicle for the duration of the trip and while the passenger enters and exits the vehicle. • Allow the passenger to enter, exit, load and collect belongings without assistance, where possible. • If passenger requires assistance with belongings, see PPE section.

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	<ul style="list-style-type: none"> • Remind each passenger to wear PPE at all times while entering, exiting and inside the vehicle, consisting of a surgical mask or face covering (see PPE section). • Remind passengers to clean their hands with an alcohol-based hand sanitizer prior to entering and exiting the vehicle.
Prevention – Environmental Cleaning	<ul style="list-style-type: none"> • The vehicle should be cleaned and disinfected before and after each passenger focusing on high touch surfaces such as door handles (internal and external), seatbelt clasps, window controls, payment devices, seats and armrests, steering wheel, mobile devices and GPS.
Personal Protective Equipment	<p>Passenger:</p> <ul style="list-style-type: none"> • Wear surgical mask or face covering at all times (while entering, exiting and inside the vehicle). <p>Driver:</p> <ul style="list-style-type: none"> • No PPE is required if only driving and remain inside the vehicle behind an acrylic barrier. • If no acrylic barrier is in place: <ul style="list-style-type: none"> ○ Wear a surgical mask or face covering and eye protection (remove and dispose after each passenger) ○ Complete hand hygiene before putting PPE on, before taking it off, and immediately after removing it. • If a passenger requires assistance with loading and unloading luggage: <ul style="list-style-type: none"> ○ Ask passenger to stay inside the vehicle or maintain a physical distance of 2 metres from the passenger. ○ Complete hand hygiene prior to and after loading. <p>Cleaner:</p> <ul style="list-style-type: none"> • Gloves may be required if indicated by the manufacturer's instructions for use on cleaning products. • If splash is expected, use a facemask, eye protection and gown.

