



## **Transportation Services**

### **Enhanced Health and Safety Measures**

The health and safety of our clients, staff and community continues to be our highest priority. We are working closely with the Ministry of Health, Public Health Agencies and community partners to ensure we have the most up-to-date information, to support our clients and staff as best possible.

Here is what you can expect when using our transportation services during the current COVID-19 pandemic:

- Client screening for COVID-19 completed over the phone by office staff the day before your trips and completed the day of your trip by the driver.
- Screening for COVID-19 completed daily for all drivers scheduled for work.
- Positive responses to the screening would result in not providing transportation, and a request to contact your health care provider or Telehealth Ontario.
- Drivers offering you the use of hand sanitizer upon entering the vehicle.
- Only one to two clients in the vehicle per trip.
- Disinfecting all high touch vehicle surfaces, with a hospital-grade disinfectant (i.e door handles, handrails, armrests, seats) after each trip and at the end of each day.
- As an extra precaution, in the rare event that you suddenly experience symptoms while in the vehicle, the driver will provide you with a mask to wear.

Finally, we ask you to:

- Cough or sneeze into your sleeve as a best practice to prevent the spread of viruses and/or germs.
- Wash your hands frequently.
- Practice 'social distancing' – limit going out for only essential purposes, and keeping a distance of at least 2 metres (6 feet) from others, as much as possible.

Transportation Services

ESS Support Services