

Advice from Durham Region Health Department for Taxi/Private Transportation Services*



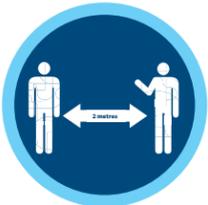
- ✓ Be aware of the most current, credible public health information/recommendations and communicate these to your staff and patrons.
- ✓ For workplace establishments refer to the [Section 22 Class Orders](#) for further details of requirements.
- ✓ A safety plan, outlining how to protect staff and the public against COVID-19 within the facility must be made available upon request. A copy of the safety plan must be posted within the facility for viewing by staff and the public. For more details visit the Durham Region Health Department [Safety Plan Template](#), [COVID-19 Workplace Safety Plan Checklist](#) and the Province's [Develop Your COVID-19 Workplace Safety Plan](#).



Remind employees/drivers to stay home if they are experiencing symptoms of COVID-19 or have been in close contact with anyone who has been sick with the virus.



Screening must be implemented to ensure the health of the staff, drivers, visitors. Active screening is required for for all staff and drivers. Screen patrons by posting signs on vehicle doors/windows. Screening logs must be maintained for 1 month and only disclosed when requested by the medical officer of health or an inspector under the Health Protection and Promotion Act. For detailed guidance visit the Ministry of Health's website [Ontario COVID-19 Screening](#).



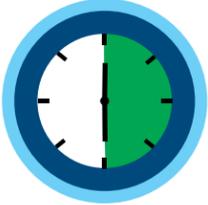
Maintain physical distancing by keeping 2 metres apart between individuals. Avoid providing pooled rides or picking up multiple passengers who would not otherwise be riding together. Passengers should sit in the seat furthest from the driver (e.g. in the back seat on the right side) to ensure physical distancing. Do not let passengers sit in the front seat.



Consider contactless transactions that limit or eliminate close contact and the sharing of items such as pens and electronic signature pads between drivers and passengers.



Clean and disinfect the high touch surfaces as often as possible. Pay close attention to surfaces that are touched often by passengers. Use only disinfectants that have a Drug Identification Number (DIN) approved by [Health Canada](#). Follow the manufacturer's direction for appropriate mixture and contact time. Maintain cleaning and disinfecting logs.



Consider limiting operating hours to properly clean and disinfect all areas of your car that passengers have had contact with.



The use of masks is mandatory for drivers and all passengers when in a vehicle (exemptions may apply). Drivers must wear personal protective equipment (medical mask and eye protection) when they come within 2 metres of another person who is not wearing a mask and where there is no impermeable barrier in place. A face shield is not a substitute for a mask.



Wash hands before and after eating, using the washroom, changing gloves or handling items (e.g. gas pumps, squeegees, etc.). Wash hands often for at least 20 seconds where possible or use hand sanitizer when hands are not visibly soiled.



Avoid offering items such as water bottles or magazines provided free to passengers.



Consider installing plexiglass shields as a physical barrier between the driver and passenger in the back seat. Ensure that these barriers do not create any new safety hazards such as visual obstructions for the driver.



Consider asking passengers to handle their own personal bags and belongings during pick-up and drop-off. If passenger's require assistance, perform hand hygiene before and after handling their belongings.



Roll down the windows if weather permits and avoid using the recirculated air option for the car's ventilation during passenger transport.



Have hand sanitizer available for your passengers. If passengers have items for disposal, advise the passenger to dispose of the items after exiting the vehicle.



Individuals with symptoms of COVID-19 or are COVID-19 positive and need to travel for essential health care appointments should drive themselves or ask a friend or family member to take them if at all possible. If an individual is required to take a taxi/ride share, they should follow the applicable public health guidance (e.g. masks).

Special precautions for drivers transporting passengers to/from health care facilities:

- Wear personal protective equipment, such as a medical mask and eye protection at a minimum. It is recommended to replace the mask after transporting every passenger to/from a health care facility.
- After helping a passenger out of the car, remove and discard all personal protective equipment and wash your hands or use hand sanitizer before getting back into the car.
- If you are transporting a passenger that is known to or is suspected to have COVID-19, it is recommended to wear a gown, a face shield or goggles, disposable gloves along with the medical mask if you help customers in and out of the car. The passenger should also be wearing a medical mask (exemption may apply).
- Thoroughly clean and disinfect the vehicle after transporting the passenger.
- Employers must provide appropriate personal protective equipment for their drivers/employees.



durham.ca/novelcoronavirus

Durham Health Connection Line | 905-668-2020 or 1-800-841-2729

If you require this information in an accessible format, contact 1-800-841-2729.

*Pursuant to the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 and its applicable Regulations, individuals who do not comply with the above noted requirements may be liable for a fine up to a maximum of \$100,000 or in the case of a corporation, not more than \$10,000,000 for each day or part of each day on which the offence occurs or continues.

