

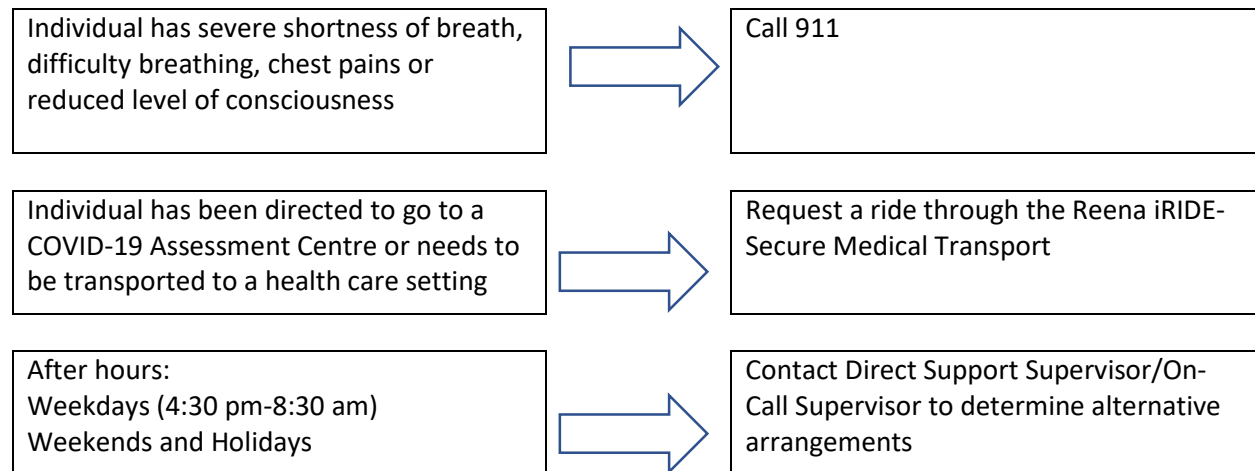


## TRANSPORTING INDIVIDUALS DURING COVID-19 PANDEMIC

May 26, 2020

### Planning Transportation

Reena and Circle of Care have made available services to transport supported individuals and accompanying staff during the COVID-19 pandemic. This initiative helps keep staffing resources where it is more needed at the locations.



### iRIDE- Secure Medical Transport (SMT) Services

- Transport services is available Monday-Friday 8:30am-4:30pm
- Services can be extended past 4:30pm. However, the request must be received by 3:30pm on the same day
- To request a ride, complete the form at [www.irideplus.com/smt-rides](http://www.irideplus.com/smt-rides)
- When completing the form online, please indicate that you are registered with Reena
- You will receive confirmation from an iRIDE staff via phone call once a van is ready to be dispatched
- Ensure that you have all necessary documents and paperwork prepared
- For more information on iRIDE go to [www.irideplus.com](http://www.irideplus.com)



### After Hours

- Contact the Supervisor or On-Call Supervisor (if after supervisor hours) to determine alternative transportation arrangements
- Options can include using van at the location, accessing a Reena van or taxi (as last resort)

### Traveling in Vehicles Protocols

- Individual and staff will wear a surgical mask at all times
- Individual and staff will wash/sanitize hands before getting in the vehicle and after exiting
- As much physical distance as possible will be maintained (ie. Individual will sit in the back seat)
- Vehicle windows will be kept open during the drive

### Cleaning and Disinfecting Reena Vans Protocols

- Cleaning will be performed before and after each use
- Use the approved disinfectants and paper towel to thoroughly wipe: steering wheel, driver's controls, dashboard, buttons for windows, door handles, seat arm rest, seat belt latches and grab bars and any frequently touched surfaces
- Use sanitizing wipes to thoroughly wipe: electronic components, key remotes or surfaces that would not tolerate a liquid spray
- Have a garbage bag available to collect all trash and dispose of after each ride
- Ensure that the vehicle has available Personal Protection Equipment (PPE) and hand sanitizer
- To view the Reena Van Cleaning Tutorial, go to <https://youtu.be/NoXDwnQ25VM>

### Other Considerations

- Do not take public transit to transport individuals who is displaying respiratory symptoms or has come in contact with someone with COVID-19
- Check the Assessment Centre hours of operations as they all differ
- Individuals who cannot tolerate nasopharyngeal test which involves taking samples from deep inside the nose, can request adapted testing (e.g. Using a throat or sputum sample)
- Hand sanitizers will need to reach 300 degrees Celsius to combust, therefore it is safe to keep in the vehicle