

GUIDANCE FOR TAXIS, LIMOS AND RIDESHARES

Overview

This guidance is intended to support taxi, limo and ride share operators and drivers in reducing the risk of transmission of COVID-19 and supplements the [Workplace Guidance for Business Owners](#), which supports all business and sectors (excluding health care settings) in reducing the risk of transmission of COVID-19 among workers, volunteers and patrons.

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 COVID-19 Risk Mitigation below. If the client answers **yes**, also consult additional risk mitigation guidance in this document.

If there is more than one passenger, confirm with clients that only members of the same household 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.

COVID-19 Risk Mitigation

Driver Hygiene	<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 your face with unwashed hands.• Drivers should 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, procedural or cloth mask.• Airflow in the vehicle should not be set to the recirculating setting.
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Cleaning and Disinfection	<ul style="list-style-type: none">• Increase frequency of cleaning and disinfection of 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.• It is recommended that vehicle cleaning logs be kept.
Distancing	<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.
Passengers	<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 for 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.
<p>Prevention – Environmental Cleaning</p>	<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.
<p>Personal Protective Equipment</p>	<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.