



RSVP Non-Emergency Volunteer Driver Program in COVID-19 Pandemic

Volunteer drivers are a critical piece of the transportation systems around the country. Many volunteer drivers are now on the front lines and are deemed "essential" for the services they provide.

Below are policies that RSVP has adopted for the safety of our volunteer drivers and passengers.

- Screening and prioritizing rides for urgency and life-sustaining purposes.
- Reducing frequency of non-emergent, but essential trips like grocery shopping.
- Providing sanitation supplies and masks and directions as needed and available. This may depend on what type of trips they are taking.
- Have drivers sanitize vehicles before and after rides. Provide supplies and instructions on correct sanitation and hygiene practices.
- Dedicating one driver to one person if possible, especially for those needing dialysis. Ensuring these drivers do not take other rides to reduce the potential of contamination.
- Ensuring tracking of rides, drivers and riders is accurate should it become necessary to alert riders or drivers of possible infection.
- Providing all riders information on the symptoms of COVID-19 and what to do if they think they have it.
- Screening riders on the day of their ride by asking a series of questions: Do you have a cough or trouble breathing not related to a chronic condition? Do you have a fever? Transportation may not be given for those who are symptomatic. Have them contact their healthcare provider immediately.
- Having riders sit in the rear seat of the vehicle, preferably not behind the driver.
- Restricting drivers from offering assistance to riders and advise them to maintain 6-foot social distancing.
- Not allowing drivers to enter medical facilities. They should wait in the car, socially isolated from others. It is likely the medical facility may not even let them in as most have locked doors and screening for necessity upon entry.
- Reducing the number of riders allowed in a vehicle if the vehicle is a van or usually a shared-ride vehicle.
- Discontinuing fare or donation collection.
- Ensuring that new drivers are abiding by appropriate social distancing rules and not engaging in "risky" behavior outside of volunteering that will endanger your vulnerable riders. Other questions to consider:
- If there is a lock-down of all non-essential travel by all residents in your community, making sure our drivers and volunteers are considered "essential" and allowed to continue service.