

# Municipality of Meaford

## COVID-19 Protocol

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**Subject: Meaford Moves+ COVID-19 Protocol**

**Department: Community Services**

**Last Revision: July 2020**

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### Overview

This guideline is designed to ensure appropriate health, safety, and cleaning protocols are followed to ensure safe operation and service delivery of the Meaford Moves+ accessible van. This amended procedure are being adopted during the COVID-19 emergency declaration, and will remain in place until further notice.

### Scope

This COVID-19 Protocol has been developed to identify necessary requirements to operate the Meaford Moves+ in order to prioritize the health and safety of staff and riders.

## Definitions

“COVID-19” - Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

“Municipality” – The Corporation of the Municipality of Meaford.

“Rider” – A Municipality of Meaford resident with a disability who has qualified and received an Identification card for Specialized Transit.

“Support Person” – In relation to a person with a disability, another person who accompanies him or her in order to help with communication, mobility, personal care, medical needs or with access to programs, services or facilities.

“Service Provider” – The contracted transit company that provides the operations and maintenance of the Municipality’s transit fleet, including scheduling, driving, vehicle maintenance and customer service.

## Responsibilities

The Municipality of Meaford is responsible for service and contract management, which includes, but is not limited to:

- Administering registrations, including ensuring eligibility criteria is satisfied.
- Administering/monitoring the Service Provider’s performance, if applicable, with respect to all terms and conditions of the contract, including but not limited to, those issues dealing with service hours, vehicle utilization (dedicated and non-dedicated), vehicle maintenance, client service and system reporting.
- Administering a system for the processing of all related Client contacts, i.e. complaints, commendations, inquiries, etc.
- Reporting on service performance.
- Completing all financial reporting, including preparation of annual budget and budget performance reports.
- Making recommendations respecting fare levels and the nature and extent of service to be provided.
- Keeping all personal information of registrants confidential in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFFIPA).

The Municipality of Meaford has contracted a Service Provider to operate vehicles and the booking system. The service provider shall also be required to provide operational data for reporting purposes.

## Specific Procedure

This procedure is designed to enhance the safety of staff and riders for the Meaford Moves+ accessible van.

### Protecting Employees/Riders

- The Contractor will be responsible for providing employees with PPE as required. The Contractor is also responsible for determining the nature of the PPE that their employees require in order to provide the service.
- Enhanced cleaning procedures will be in place before and after each rider for high touch areas in addition to a thorough clean at the start and end of each day.
- All riders will be required to wear a mask prior to entering the vehicle, those without one will be provided a mask for their ride use. Should a rider be unable to wear a mask for medical reasons, an exemption to this requirement will be granted.

### Trips and Bookings

- Only bookings for essential travel will be taken, including medical appointments, work, bank, grocery store and pharmacy.
- There will be no 'will calls' for pick up, a defined time will be arranged.
- Subscription trips that are not for essential travel will be suspended.
- All riders will be screened at the time of boarding, composed of the following series of questions. If a rider fails the screening, they will not be provided a ride.
  - Do you have any of these symptoms (fever, new or existing cough or difficulty breathing)?
  - Have you travelled outside Canada within the last 14 days?
  - Have you been in close contact with a confirmed or probable case of COVID-19?
  - Have you had close contact with a person with acute respiratory illness who has been outside Canada in the last 14 days?
  - Can you enter and exit the vehicle without physical assistance? (if the rider indicates they cannot, a support person will be required for their ride).
    - The driver will still operate the ramp at the back of the bus when needed and ensure the restraints are connected. However the



driver will not provide any physical assistance to passengers entering, existing or sitting in the vehicle.

- Only one rider will travel at a time, and one support person will be permitted for a maximum capacity of two riders.
- No physical assistance will be provided to riders in order to get on or get off the bus by the bus driver. The Contractor will ask riders at the time of booking if they are able to access the bus independently.
  - Where a rider cannot access the bus independently, they may bring a support person to assist them at no charge, even where their existing registration does not permit a support person.
- Riders will continue to be charged the regular fare.

## Reference Documents

- a. **Internal**
  - 2018-63 Specialized Transit Policy
  - Specialized Transit Booking (Feb 2020)
- b. **External**
  - Guidance for Public Transit Agencies and Passengers in Response to COVID-19

## Contact

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## Change History

Procedure Name	Effective Date	Significant Changes