



INDUSTRY NOTICE

Best Practices for the Commercial Passenger Vehicle Industry during COVID-19

Posted March 25, 2020

This Industry Notice advises companies and drivers of commercial passenger vehicles of best practices during the COVID-19 outbreak.

Best Practices for Companies:

- **Hand Hygiene:** Make hand hygiene products available to your staff and drivers
- **Cleaning:** Increase the frequency of office cleanings and pay special attention to high contact areas like photocopiers, light switches and door handles
- **Remote work:** Enable your office staff to work from home if possible to reduce the number of people at the office
- **Physical Distancing:** Advise those who remain at the office to not congregate in close contact during breaks and to maintain physical distancing of two metres. Adjust work spaces as able to provide additional distance between employees
- **Unwell Employees:** Support your staff and drivers to stay home if they are sick
- **Communicate:** Ensure your customers and employees know what you are doing to support their safety and to prevent the spread of the virus

Best Practices for Drivers:

- **Wash your hands** regularly, including after re-fueling, after each client interaction, before eating, and at the beginning and end of every shift with soap and water for 20 seconds or hand sanitizer with at least 60% alcohol. Keep soap and water or hand sanitizer in your vehicle to allow for this
- **Clean the vehicle** after each passenger trip, such as sanitizing surfaces and interior/exterior door handles. Do this immediately after passengers exit the vehicle
- **Keep windows open** as much as possible when transporting passengers to allow for air circulation
- **Limit the number of passengers** in a vehicle and have them sit as far from the driver and other passengers as possible to support physical distancing. Family groups can sit together in the back seats
- **Exchange payment outside** of the vehicle and promote the use of tap or phone payments (if applicable)
- **Sanitize all shared spaces** of the vehicle at the end of your shift, including the steering wheel, gear shifter, dashboard, and electronic devices



These best practices are consistent with the advice of our provincial health officer, Dr. Bonnie Henry. These simple measures can greatly reduce the risk of transmission of COVID-19.

General Safety Measures for the Public

In addition to the industry-specific measures above, all members of the public should adhere to these common sense practices:

- Stay home if sick
- Frequent hand washing, for a minimum of 20 seconds
- Sneeze or cough into your sleeve
- Avoid touching your face
- Do not share food or drinks
- Practice physical distancing

Public gatherings larger than 50 people are not permitted at this time as they do not allow for proper physical distancing. Avoid all non-essential travel, both out-of-country and at home.

Steps to Take if Exhibiting Symptoms of COVID-19

Symptoms of COVID-19 may include fever, cough, sneezing, sore throat, or difficult breathing.

Any person concerned they may be exhibiting symptoms of COVID-19 should access the [BC COVID-19 Symptom Self-Assessment Tool](#). The assessment may advise a person to contact 8-1-1 or 9-1-1 for further direction. Anyone with symptoms should self-isolate, which means staying home and not going to work. For more information on how to self-isolate and for long here, visit the [BC Centre for Disease Control – Self-Isolation](#).

If someone exhibits symptoms but is unable to access the Self-Assessment Tool, they should self-isolate and call 8-1-1 if they need health information or advice to manage their symptoms, or if their symptoms worsen. Additionally, if someone has come in contact with anyone with COVID-19, they must self-isolate immediately and take the [BC COVID-19 Symptom Self-Assessment Tool](#).

For more information and resources on COVID-19, visit the [BC Centre for Disease Control](#) website.

Thank you,
Passenger Transportation Branch