

COVID-19 Best Practices for Motor Coach Operators for the Safe Transportation of Passengers

June 5, 2020

The BC Trucking Association (BCTA) supports actions by the Province of British Columbia and the Government of Canada to mitigate the spread of COVID-19.

To help support the continued operation of the motor coach sector to serve passengers and the tourism industry, BCTA has developed these best practice guidelines for industry to follow for as long as provincial health [orders](#) related to COVID-19 remain in effect, including those restricting public gatherings, in addition to the general guidance provided in [BC's Restart Plan](#) and through the [BCCDC](#). Individual operators should assess the risk of COVID-19 transmission and develop company-specific policies. Operators may also wish to review guidance from [WorkSafeBC's transportation industry COVID-19 information and resources](#) (including topics such as "Charter & Inter-Urban Motor Coach" and "Transit vehicles & operators/drivers," in the drop down menu under the heading "Controlling the risk of COVID-19 exposure – Transit sector"), and resources from the [Passenger Transportation Branch](#) such as the two June 2, 2020, notices to industry.

Motor coach operators, or delegated third parties such as tour operators where feasible, should inform staff and passengers regarding the provincial health officer's guidance on physical distancing, good hygiene practices, and staying home if you have symptoms.

EXPOSURE CONTROL MEASURES FOR DRIVERS/STAFF

- Encourage physical distancing between employees and passengers (minimum of 2 metres) and discourage physical contact, including during loading and unloading. As per Transport Canada's [guidance](#), it is strongly encouraged for drivers and passengers to wear non-medical masks/face coverings when physical distancing is not possible.
- Maintain distance between the driver and the seats immediately behind the driver using a barrier, or closing those seats off to passengers, or by other means.
- Increase regularly scheduled cleaning with a disinfecting agent such as antimicrobial disposable wipes or a bleach solution, particularly high traffic and high contact areas inside each coach/bus and shared office spaces. For coaches/buses, this includes cleaning the steering wheel, dashboard, radio/telematics devices, armrests and washrooms, etc.
- Drivers should have access to disposable wipes, or disinfecting agents to sanitize any frequently touched hard surfaces, and gloves if cleaning high touch surfaces. For additional guidance on PPE for drivers, see Transport Canada's document [Personal Protective Equipment and their Uses by Commercial Vehicle Drivers](#).

- Encourage passengers to remove their own garbage at the end of a trip or use the provided garbage disposal unit within the bus.
- HVAC should be on if it is using fresh air, at the highest setting possible, and filters should be changed regularly.
- Require drivers to thoroughly wash their hands or use an alcohol-based hand sanitizer immediately after fueling or visiting a public establishment.
- If applicable, drivers/staff should use disposable gloves while loading luggage and use a fresh pair for each new trip, unless a pair of gloves has been designated for this purpose. Drivers/staff should wash their hands or use hand sanitizer once loading of luggage is complete.
- Drivers/staff should not report to work if they feel ill.
- Drivers/staff who exhibit symptoms of COVID-19 (e.g., fever, dry cough, etc.) should be required to inform their employer and contact a health care practitioner, 8-1-1, or use the BC COVID-19 Symptom Self-Assessment Tool (<https://covid19.thrive.health/>), if they have come in contact with anyone who has COVID-19, or if they exhibit symptoms of COVID-19, and act on the instructions of the tool/health practitioner. Anyone with symptoms should self-isolate (for at least 10 days or 24 hours after symptoms resolve, 14 days if they have been outside of Canada) pending test results, unless otherwise instructed by a health practitioner.
- Ensure the driver is aware of the protocol for when a passenger becomes ill during a trip.

EXPOSURE CONTROL MEASURES FOR PASSENGERS

- Screen passengers for symptoms of COVID-19 using either: 1) a series of questions (see below for an example), and/or 2) by taking each passenger's temperature through an infrared thermometer. Passengers should be denied boarding if they answer yes or refuse to answer any screening questions. Passengers with symptoms or a temperature indicating fever should be refused transportation and referred to the provincial government self-assessment tool, consistent with Transport Canada COVID-19 travel restrictions.
 - Screening questions are from Transport Canada's Questionnaire for Health Check, required for all ferry/vessel operators until at least June 30, 2020, as per its [COVID-19: Guidance Material for Passenger Vessel and Ferry Operators](#).
 1. Do you have a fever and a cough?
 2. Do you have a fever and breathing difficulty?
 3. Have you been refused boarding in the past 14 days due to a medical reason related to COVID-19?
 4. Are you the subject of a provincial/territorial or local public health order?
- For transportation of passengers in which all passengers are equipped with and asked to wear a non-medical mask/face covering, no adjustments for seating will be made.
- For the transportation of passengers who are unable to wear non-medical masks/face coverings, adjustments will be made to motor coach seating to maintain safe physical

distancing between these riders and other passengers if they are from different households by maintaining empty seats.

- Maintain a passenger manifest of those traveling for charter services and elsewhere where feasible, for later use by the Provincial Health Office (PHO) for contact tracing, should a passenger test positive for COVID-19 within 14 days of the trip.
- Install temporary signage on the bus encouraging passengers to wear non-medical masks/face coverings at all times during the trip.
- Consider providing hand sanitizer for passengers at easy access points, such as at the front of the bus.
- Encourage online, electronic, or touchless payment options.

Resources to share with passengers

- Transport Canada Poster: [Face Coverings for Intercommunity Bus, and Motor Carrier Passengers](#)