

GCT Procedure for transporting passengers during COVID-19

This policy will cover;

Ring and Ride

Home to School Contracts

Group Travel

Voluntary Car/Hospital Transport

Collecting goods/food parcels from Third Parties

Our priority during this crisis is the safety of our passengers, staff and volunteers. The steps laid out below are to help our passengers understand what will be asked of them when travelling.

Before you travel with us, please can you;

Wash your hands for at least 20 seconds.

Sanitise any mobility equipment with an anti bacterial cleaner.

Have your face covering ready for when you board the bus. (This is now government guidelines, you do not have to wear a surgical mask, a scarf or homemade mask is fine.)***This is now mandatory from the 15th of June*** Some people may not be able to wear a face covering, for example young children, people with breathing difficulties and people whose disabilities makes it difficult for them to wear a face covering. If you fall into any of these categories please let us know and we can update your notes on our system.

Bring some tissues or loo roll with you so that if you need to sneeze for example you can do this into the tissue.

Be ready to use hand sanitiser before you board the bus.

Remember that you **must not leave home** if you, or someone you live with has either: a high temperature, a new, continuous cough, a loss or change of sense of smell or taste.

Ring and Ride, Group Travel* and Voluntary Car**/Hospital Transport

- Our vehicles will have had all high traffic areas sanitised before it leaves the yard.
- Our drivers are also wearing gloves at the moment as well as face visors and facemasks.
- The drivers will be regularly using hand sanitiser/washing their hands.
- When the driver knocks or rings your bell they will step back ensuring a safe distance between yourself and them.
- They will ask you if you have any symptoms, a high temperature, new cough etc, providing this is all ok we will then continue with the journey.
- For those passengers that do not need assistance you will be asked to use our hand sanitiser before boarding the bus for at least 20 seconds.
- You can then board the bus and the driver will maintain a distance of 2m.

- For those that do need assistance the driver will ensure they are wearing full PPE.
- If you need to travel in a wheelchair or take a shopping trolley or walking frame, the driver will use an antibacterial wipe to wipe down the handles etc before putting this into the bus or securing your wheelchair.
- We are only using minibuses at present.
- You will be asked to sit at the back of the minibus.
- When you need to get off of the bus, if you do not need assistance, please make sure you wait until the driver has opened the door at has moved to a safe distance before leaving your seat.
- The driver will follow the same steps as above when you disembark the vehicle.
- The drivers will not be entering any sheltered accommodation complexes or care homes at present so please make sure you keep an eye out for the bus or make sure you can hear your calling system.
- At the moment we are operating for essential journeys, medical appointments of all kinds are essential.
- We are following Government guidance regarding what travel is permitted so Passengers will be asked to only make essential journeys in line with government guidelines, this excludes transport for leisure purposes, exercise and visiting family and friends.
- GCT reserve the right to cancel any journey that does not adhere to Government Guidelines.
- If we are delivering shopping or a prescription to you, the driver will also stick to strict guidelines;
- The driver will knock on the door/ring the bell and then step back ensuring a distance of 2m.
- Please answer the door and then move backwards so a distance of 2m is maintained at all times.
- Deliveries of bags of shopping/prescriptions will be taken to the door and no further, if you have a porch we will utilise this and also try and place items at waist height.
- If you have a safe place we can leave things for you, please let us know and we can add this to your notes.
- At present we prefer to take all fares/donations by cheque or by taking debit card payment over the phone. This is to minimise any risk around handling cash. If you cannot pay by card or cheque please let us know and we can ensure we have a plan in place for a safe way of taking cash.
- When you get home/to your destination it is really important you wash your hands. Most businesses and organisations are now providing this on entry such as supermarkets and GP surgeries.
- If at any point you do become unwell and you have travelled on the bus within 14 days, please let us know so we can ensure contact tracing (if possible/necessary) and also clean any vehicles (if necessary.) We can also contact other groups if you need further support.

Face Covering Instructions from the Government:

*Group Travel is currently not operating in line with government guidelines
(13.05.20)

** Hospital journeys are only being accommodated in minibuses at present.
Accessible cars are not to be used as it does not maintain satisfactory social
distancing. The majority of journeys are being accommodated on the Ring and Ride
Service.(13.05.20)