

## WOTA COVID Policies for Riders

COVID has impacted our lives and how we do business. We want to make you aware of the ways we all can work together to keep all of us safe and healthy. ***TSA has issued a Mask Mandate for all riders and drivers until further notice, regardless of vaccination status.***

### Rider Responsibilities:

1. Notify Dispatch at (248) 887-4979 if you have tested positive after riding our vehicles in the past 10 days or if you transportation scheduled in the next 10 days.
2. Cancel any appointments, even same day without a charge, if you are feeling unwell.
3. We cannot take any rider to have a COVID test unless it is a pre-requisite for an upcoming medical/surgical procedure. We may ask to see the doctor's orders. The rider must be symptom free.
4. All riders **must** wear a mask regardless of vaccination status, unless you have a letter from your doctor indicating that you cannot medically tolerate a mask.
5. Please refrain from touching surfaces.
6. Use good hygiene with frequent handwashing.
7. Cough or sneeze into the crook of your arm to avoid spreading germs.
8. Rides for COVID vaccines are no charge.

### Driver Responsibilities:

1. Drivers will not drive if they are sick.
2. Drivers will wear masks regardless of vaccination status unless a medical waiver has been given.
3. Drivers will maintain a clean bus, sanitizing multiple times a day.
4. Drivers will practice good hygiene and cough/sneezing practices.
5. Drivers will practice social distancing as much as it is possible.

We are working hard to create an environment that supports health and enables us to continue providing quality service. In the event of a COVID exposure, the WOTA team will:

1. Contact any riders who might have been exposed
2. Quarantine the driver or staff member.
3. Cancel lower priority appointments if we cannot provide enough drivers and contact riders.