

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.

Rider Responsibilities:

1. Prior to your ride, you will be contacted and asked three questions. Please answer the questions truthfully.
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, unless medically unable to tolerate.
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.

Driver Responsibilities:

1. Drivers will complete a health questionnaire prior to the start of each day.
2. Drivers will not drive if they are sick.
3. Drivers will wear masks, unless medically unable to tolerate.
4. Drivers will maintain a clean bus, sanitizing multiple times a day.
5. Drivers will practice good hygiene and cough/sneezing practices.
6. Drivers will practice social distancing as much as it is possible.
7. Reduce the number of people in the bus as much as 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. Contact the health department
3. Quarantine the driver or staff member.
4. Cancel lower priority appointments if we cannot provide enough drivers.
5. Sanitize the bus and quarantine it for a 24 hour period.