



# COVID-19 RESPONSE PLAN



The purpose of this document is to provide clear and actionable guidance for safe operations of our Silent Rides Charters during the COVID-19 pandemic. This plan provides educational information only, to assist the implementation of our operational procedures, however it is not intended to take the place of medical advice, diagnosis, treatment, or legal advice. In the event of a conflict between this guidance and the directive of Alberta Health Services (AHS), the AHS directives shall prevail.



# 1.0 – RIDE SAFE WITH SILENT RIDES

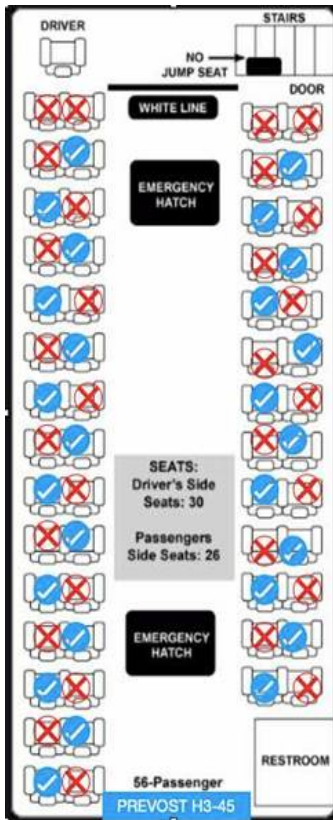
## 1.1 PRE-SCREENING MEASURES

- All drivers will be required to complete an AHS Certified COVID–19 self–assessment prior to and each day of a scheduled trip.
- Self–assessment screening questions for all our passengers will be sent out, collected, and completed by all customers prior to loading times. Passengers will not be allowed to load their equipment or get on the bus without completing and meeting the criteria for safe travel laid out in the self–assessment.
- Preventative hygiene methods should also be followed for all our drivers and passengers.
- Please check the Government of Alberta website regularly for all updates regarding COVID–19 safety procedures, case definition, testing guidance, mental health resources, and other COVID-19 related information here ([AHS Updated COVID-19 Information](#)).

## 1.2 SOCIAL DISTANCING

- All our drivers are trained in social distancing protocols and will practice these techniques throughout your traveling with us.
- Groups will arrive at the pick-up location and remain in personal vehicle until they are instructed by our driver to start loading.
- Groups will always be required to wear non-medical masks while loading and on-board the coach.
- Groups will ensure that there is 2 meters of physical distancing while loading.
- Drivers will continue assist to load and unload equipment and/or luggage to make sure items are safely store in the lower luggage bins during travel, however they must keep their mask and gloves on and keep 2 meters of physical distance with others that are loading the luggage bins.
- After loading, groups will immediately board the coaches (using hand sanitizer once entering onto the bus) and start the embarking of the coaches from back of the coaches to the front.
- Our coaches can seat 56 people: however, we will be blocking 30 seats - only allowing 26 people onboard per trip. We will only allow only 2 people per row and will be leaving a seat in between passengers for extra distance

## SEAT BLOCKING MAP:



\* NOTE: people from the same families, same households will be permitted to sit together.

- All passengers will be required to sit in the same seat throughout the trip. They will also be encouraged to stay in their seats as much as possible between stops.
- Coaches will be disembarked by the front of the coach to the back. Once the driver has stopped the coach and disembarked themselves. Drivers will be allowed to assist unloading provided they keep their mask and gloves on and follow the 2-meter physical distancing guidelines. Group will allow physical distancing of 2 meters between passengers that not members of the same household.



## 2.0 – BE CONFIDENT WITH SILENT RIDES

### 2.1 SAFE CLEANING FOR YOUR WELL BEING!

Part of our commitment to customer service is to provide you with piece of mind with our dedication to enhanced cleaning and sanitization, which includes preventative measures and elevated protocols to ensure the safety and protection of our drivers, passengers and all Silent Rides stakeholders.

Each executive coach is thoroughly cleaned as well as disinfected before and after each use as follows:

- All passengers will use hand sanitizer once coming aboard the motor coaches.
- Floor mopping including removal of all dirt and debris.
- Special focus on disinfecting high touch points such as entrance area handrails, parcel rack handrails and door latches, window release bars, passenger seat headrests, armrests, seat belts, seat accessories and all driver area and restroom surfaces.
- Controls will be thoroughly sanitized and disinfected.
- Overhead bin handles will be cleaned and sanitized.
- Additional hand sanitizer will be available for everyone to use while on-board the coaches.
- Our drivers are required to set up and maintain a cleaning log including an inventory of all cleaning supplies.

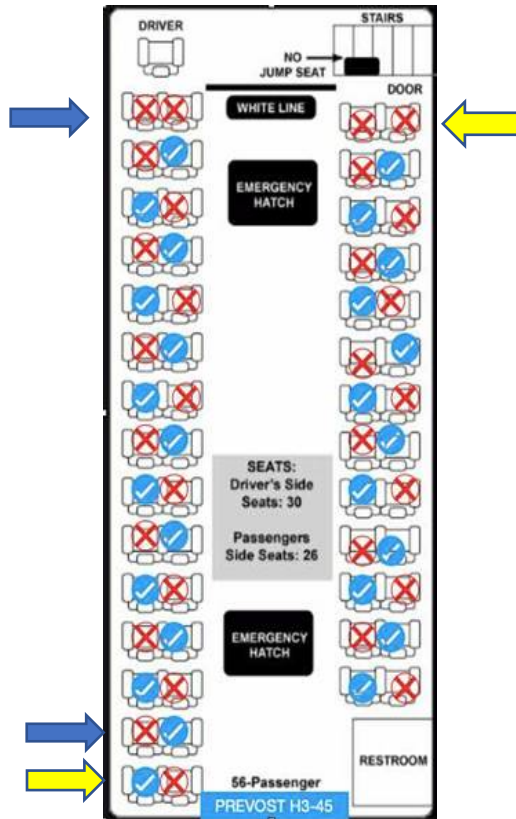
### 2.2 PERSONAL PROTECTIVE EQUIPMENT (PPE)

We are adding additional products and equipment to help optimize protection for our passengers and drivers:

- Drivers will be wearing face masks while interacting with passengers during loading.
- Drivers will wear gloves for the safe handling of equipment and luggage.
- Non-medical face masks will be required and must be worn by all passengers while on board.
- Additional signage will be posted as a friendly reminder to social distance.

## 3.0 – RIDE SMART WITH SILENT RIDES

### 3.1 RAPID COVID-19 RESPONSE



- Any passenger that experiences any symptoms during a trip must notify a staff member and our driver.
- All passengers will continue to wear their protective masks including the passenger who is symptomatic.
- Passengers that are in the back two rows (yellow and blue arrow) will move up to the front seats (yellow and blue arrow).
- Passenger with symptoms will be immediately isolated from the group having the last two rows as a designated temporary isolation area.
- All areas that the passenger came into contact with including seating area must be immediately cleaned and disinfected by our driver, ensuring our drivers are using all their proper PPE including mask and gloves.
- Notify local health authorities and contact 811 to discuss with group leader the safest steps and potential areas that the trip will be passing through to provide direct support.

### 3.2 LET US DRIVE AHEAD TOGETHER!

- Join us in doing everything we can to help prevent the spread of COVID–19. We will all get through this difficult time and we are all in this together!
- Please ensure you are taking additional steps in your day to day lives including practicing social distancing and wearing a mask in public.
- Practice good hygiene by washing your hands often for at least 20 seconds, cover your coughs and sneezes and avoid touching your face.
- Monitor for symptoms including cough, fever, shortness of breath, runny nose or sore throat.
- Self-isolate for the legally required 10 day if you have any symptoms that are not related to a pre-existing illness or medical condition.
- Call Health link 8-1-1 for advice and instructions on how to move forward.