



Covid 19 Safety and Cleanliness Protocols

February 2021



Employee Care

H & L CHARTER WILL SUPPLY ALL PPE NEEDED FOR EMPLOYEES

- PPE will be distributed to individual employees
 - It is the employees responsibility to make management aware of when PPE needs to be re-supplied
- Office Staff will receive face masks and gloves
- Maintenance/Detail Staff will receive face masks/respirators, gloves, haz mat suits, work boots
- Driving Staff will receive face masks and gloves

AT WORK, EMPLOYEES NEED TO (Office, Shop, Yard, Vehicles)

- Inform management of any illness or exposure to Covid 19
- Adhere to CDC guidelines of bodily temperatures being less than 100.4*
- Social Distance with others (make all attempts to be 6 ft apart)
- Wear face coverings/masks
- Do not congregate
- Practice good hygiene
 - Wash hands regularly
 - Use hand sanitizer

IN THE OFFICE/SHOP

- Each office/room contains disinfectant wipes as well as hand sanitizer
- Each office/room has been rearranged to accommodate social distance requirements

IN THE VEHICLES

- Hand Santizer is located in the step well and the lavatory of each vehicle
- Cleaning/Disinfecting supplies are located in each vehicle (first overhead bin on door side)

Visitor / Passenger Care

OFFICE/SHOP

All Visitors are requested to:

- Not visit if sick / unwell
- Have an appointment
- Maintain Social Distancing guidelines
- Wear face coverings / masks
- Practice good hygiene - wash hands / use sanitizer

VEHICLES

All Passengers are requested to:

- Not travel if sick / unwell
 - If passenger becomes ill while traveling advise driver immediately
 - Driver to advise dispatch and a best course of action will be taken
- Wear face coverings / masks (Mandated by the State of California, CDC & TSA)
- Practice good hygiene (wash hands/use hand sanitizer)
- Listen to all instructions given by driver
- Load own baggage/luggage
- Maintain **Social Awareness** in Vehicles
 - Not to sit directly behind driver
 - once shields are installed this will no longer be required
 - Load back to front
 - Unload front to back
 - Reduce/Do Not Utilize Lavatory Use
 - Reduce/Do Not Utilize Refreshment Services
 - Utilize the same seat for duration of trip / Assign seating

All Drivers are requested to:

- Follow all policies and procedures set forth in the Coach Operator Manual regarding passenger care
- Upon arrival to pick up location talk to person in charge regarding **Social Awareness**
- Driver must maintain social distance rules with passengers
- If passengers need assistance loading, driver must wear gloves
- Prior/During Loading - Driver must mention State Mandates about Face Masks - ONLY IF NOT WEARING THEM, NEVER ARGUE, ASK POLITELY
- Driver must include a warning about Covid 19 exposure during safety speech (sample attached)
- Per CDC Guidelines, drivers are not allowed to assist with any baggage (unless it is an ADA issue, and if so driver must wear gloves)

Cleaning/Disinfecting/Sanitization

OFFICE/SHOP

- All employees are to keep good house cleaning procedures - if you dirty a dish, wash it - if you make a mess in the lavatory, clean it up - throw away trash, etc.
- Bathrooms will be cleaned, disinfected and sanitized daily by detail crew
- All offices will be cleaned, disinfected and sanitized multiple times a week by detail crew
- All desks and working areas will be sanitized daily by the person using the space - If drivers are utilizing the training computers, they must be disinfected with wipes prior to using as well as at the end of the training shift
- All door handles/key pads will be sanitized multiple times a day
 - Wipes are available in each room so that everyone can wipe down door handles and keypads

VEHICLES

DAILY BY DETAIL CREW

- Detail crew will clean, disinfect and sanitize each vehicle after it returns to yard (sample of work order attached for daily as well as deep clean schedule)
- Detail crew will document each cleaning with their electronic work ticket
- Detail crew will place the Clean Sign in windshield each time it is cleaned

WHILE ON THE ROAD (DRIVERS)

- Local Charter
 - Driver must wipe down high touch areas when passengers are away from the vehicle (list attached)
 - If driver is conducting more than one trip without vehicle being cleaned by detail crew, driver will complete an entire wipe down of high touch areas, sweep and remove trash
 - Driver will document the disinfectant procedures being done in the Whip Around Sanitization Form
- OTR Charter
 - Driver will complete Local Charter cleaning requirements
 - Driver will clean high touch areas, sweep, mop (if needed) and remove trash after the completion of that day's vehicle use
 - If needed, dispatch will get assistance from local companies to have the vehicles cleaned, disinfected and sanitized

Written By Jodi Merritt

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