

Dear TSCOR Drivers:

The COVID-19 situation is creating concern about people being in close contact in order to avoid spreading the virus from unknown carriers who may have been exposed but are not experiencing symptoms. Suggestions range from careful sanitation practices such as hand washing and using sanitizer to total elimination of contact through self-quarantine.

Even during this time when gatherings of people are being cancelled, TSCOR has clients who need assistance being driven to medical appointments and purchasing groceries. We are consequently faced with making a decision whether to continue offering these services during the time of declared emergency.

The TSCOR client services committee suggests the following guidelines for all drivers at this time. With the use of Ride Scheduler, each driver already has the option of deciding whether to take a drive or not. **Ultimately, the decision of whether or not to drive during this time is made at the discretion of each individual.** Please note that some types of appointments may be less risky than others. A visit to an eye doctor may be less risky than to a general practitioner. **If you have any questions or concerns beyond the following guidelines, please contact the office.** We will be sharing new guidelines and information as they are released to the public.

Driver Guidelines:

TSCOR will continue to offer driving and grocery services to clients during the time of the COVID-19 concern.

- *When taking ride requests, staff will verbally screen clients for symptoms and exposure to the virus. Those who screen positive will be instructed to contact their primary care physician immediately and seek alternate transportation.*
- *Staff will also inform clients that if they develop any symptoms or become exposed to someone with the virus before their ride, they should immediately call the office to cancel their ride and contact their primary care physician for further advice. Staff will contact drivers that may have been exposed to these clients.*
- *Drivers should repeat a verbal screening during their normal call to the client the day before the ride. Staff will inform clients to expect this. Again, clients who screen positive should be instructed to contact their primary care physician immediately and seek alternate transportation. If this occurs, please contact the office and let us know.*
- **Verbal screening questions:**
 - ❖ Are you experiencing any of these symptoms?
 - Fever
 - Cough
 - Difficulty breathing
 - Other flu-like symptoms (chills, sweating, fatigue, sore throat, muscle or body aches, etc.)
 - ❖ Is anyone you are in close contact with experiencing any of these symptoms?
 - ❖ Have you been in close contact with anyone known to have Coronavirus/Covid19?
- *Local hospitals and medical facilities have begun implementing varying admittance restrictions from requiring non-essential persons to remain outside, to undergoing screenings before entering. Typically, drivers remain in the waiting room with the client and during the client's appointment. Drivers should be prepared to comply with each facilities admittance requests and should use their own discretion regarding the practice of waiting for the client. There are options available:*

- *Take the client as far as the entrance of the doctor's facility and wait in the parking lot.*
- *Take the client into the waiting area (if permitted) and wait elsewhere.*
- *Providing the client with your phone number is helpful for these situations*
- *In order to protect clients and drivers, drivers should thoroughly wash their hands before picking up a client and again before taking the client home or use a hand sanitizer if washing is impractical.*
- *Drivers should clean the surfaces of their car likely to be touched by themselves and the client before picking clients up and after taking them home. This includes seats, seat belts, door handles and the steering wheel.*
- *Drivers should follow all suggested protocols regarding cleanliness and face touching before and after driving.*

We at TSCOR believe that by following the above guidelines we can continue to offer much needed services to our clients and protect both them and us from unnecessary risks.

Thank you for your cooperation and willingness to serve those in need!

Hal Costley, TSCOR Board President
Julie Adams-Buchanan, TSCOR Executive Director

For additional COVID-19 information, please visit these websites:

Virginia Department of Health:

[800-533-4148](tel:800-533-4148)

<http://www.vdh.virginia.gov/>

Virginia Eye Institute:

<https://www.vaeye.com/covid-19-patient-information/>

Bon Secour:

<https://www.bonsecours.com/about-us/news/ministry/2020/bon-secours-monitoring-coronavirus-covid-19>

HCA Hospitals

<https://hcavirginia.com/covid-19/index.dot>

VCU Health

<https://www.vcuhealth.org/news-center/news-center-category?&id=11>

McGuire VA Medical Center

<https://www.richmond.va.gov/>