

The TSCOR staff, client services committee and COVID-19 task force have put together safety protocols that follow the recommended CDC guidelines to protect the health of both drivers and clients during the pandemic.

As of July 30, 2021, these protocols are:

- The proper wearing of masks - covering both the nose and mouth - is required by both drivers and clients. Drivers reserve the right to refuse providing transportation to a client without a mask.
- A client's vaccination status is indicated as it becomes known to staff.
- Rides are no-contact and only available for clients who are independently mobile - those who can get in and out of homes, cars and doctor's offices without physical assistance.
- Clients ride in the back seat on the passenger side to increase social distancing.
- Fresh air circulates through vents and partially open windows (weather permitting).
- At the appointment site, drivers remain outside the office, nearby, until the appointment is over. Client-driver communication by phone brings the driver back for pick up.
- Clients are verbally screened for symptoms. This happens by staff when the ride is scheduled, and again by drivers the day before the ride.
- Drivers wipe down surfaces likely to be touched by clients before and after the drive.
- Grocery service is available by delivery only. Clients do not ride along to grocery stores.
- Existing clients can schedule up to two medical rides per month.
- New clients are not yet being accepted.

Shepherd's Centers throughout Virginia have maintained some level of transportation service throughout the pandemic by following revised safety protocols. Every one of our drivers knows how essential this service is in Richmond. If you've never driven before, the need is great. Driving makes a huge, positive impact in a client's life and it will in yours, too.