



## SENIOR RIDER GUIDELINES

NEET Reopening 2020 - COVID 19 Phase I – October

### WHY GUIDELINES FOR RIDERS?

We are dedicated to our mission to provide affordable transportation to Seniors and grateful for the combined support that has made this possible.

In this time of COVID-19 reopening, these Guidelines for our Riders, along with Guidelines we have provided to our Volunteer Drivers, are necessary to ensure the safety of everyone involved in the program. We are aware of the extra effort that is required to follow the Guidelines and appreciate your understanding and continued support.

### BEFORE WE CAN SCHEDULE ANY RIDES

To use NEET services, every Rider **must** have already provided the:

- Senior Rider Registration form – which includes signed Acknowledgement of these guidelines
- Ride Waiver form.

COAs will not be able to schedule a ride without having already received these documents.

### SCHEDULING A RIDE- Part 1

**When calling the COA,** have available:

- Location to pick you up for the ride (your residence or other location)
- Appointment time and expected duration
- Appointment destination including location, name of practice or service, phone number, and any special instructions about parking.

## SCHEDULING A RIDE – Part 2

### Pre-screening Questions.

The NEET scheduler will ask you the following questions:

Are you or someone in your household <b>experiencing</b> any flu-like symptoms...	such as fever, cough, shortness of breath, sore throat, or headache?
Have you or someone you are <b>in close physical contact</b> with been exposed to anyone who was diagnosed with COVID-19?	For example, a family member, close friend, or neighbor, etc.
Have you or someone you are in close physical contact with recently <b>traveled or attended an event</b> outside of your low-risk community?	Known or likely “hot spots” Gatherings of 25 or more people Other large gatherings where masks and social distancing requirements were not followed Areas, countries, or regions with a large or sustained outbreak of COVID-19

### If you answered YES to any of those questions:

- NEET policy prohibits scheduling the ride.
- You should contact your primary physician or public health department as soon as possible to determine if you should be seen or tested.

### Special Situations:

#### Only one rider is allowed in the car at any given time

- The only exception is when special **arrangements have been** made through your local COA in advance of scheduling a ride.
- If the exception is allowed, **your escort will also be required** to complete a Senior Rider Registration form – which includes signed Acknowledgement of these guidelines and Ride Waiver prior to scheduling your ride.

#### If you utilize a walker when getting to your appointment

- You must **tell your NEET scheduler** at the time you request a ride.
- You should **disinfect the walker** before leaving your home. Your walker will be placed in the trunk of the driver’s vehicle.

## THE DAY BEFORE EACH RIDE

**Your driver** will call you to:

- Confirm the ride and related details.
- Ask the same prescreening-questions (as above) that the scheduler asked.
- Discuss the appropriate pick up location after your appointment.

**Tell your driver:**

- If you are bringing a walker,
- If you are bringing an escort (refer to the requirements on page 2).

## DURING & AFTER EACH RIDE

**If you have a walker**

You should disinfect the walker before leaving your home. Your walker will be placed in the trunk of the driver's vehicle.

**Wear a cloth face covering**

NEET requires senior riders to wear face coverings prior to greeting the driver and throughout the entire ride.

**Getting into the car**

Avoid close contact with driver, when possible. The driver will also avoid close contact.

- Driver will provide rider with hand sanitizer prior to entering the car - both before leaving home and immediately after the appointment.
- Rider **MUST** sit in the back seat; riders are not allowed to sit in front seat.
- Driver will open and secure back seat door for rider before rider approaches the car.
- Except for the driver providing directions, the rider must be able to reach for and buckle their seat belt. If physical assistance is needed, please contact your local COA director.
- Once the rider is safely in the vehicle, driver will close the back-seat door.
- Rider must be able to handle their own personal bags and belongings during pick-up and drop-off.

## **While Driving**

The driver:

- Will **NOT** use the recirculated air option for the car's ventilation.
- **WILL** bring in fresh outside air by using the car's vents and/or lowering the windows.

## **The Appointment**

Volunteer will NOT accompany rider into their appointment. Prior to leaving your vehicle, please confirm your pick-up destination location with the driver and, if possible, leave the driver with a contact phone number.

## **During the entire interaction and after returning**

Avoid contact with surfaces frequently touched by driver, such as door frame/handles, window buttons, seatbelt buckles, and other vehicle parts before cleaning and disinfection.

*Thank you very much*

Northern Essex Elder Transport, Inc. (NEET)