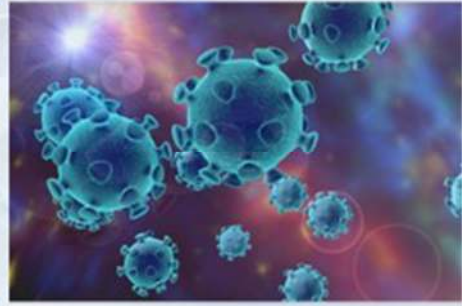


COVID-19 Update

Employee and Physician Information



Added Transportation Option Effective Monday Feb 15, 2021

February 12, 2021

Transportation remains an essential service for Healthcare during COVID19, much of which is performed by Taxi's. This service, however, limits the ability to maintain recommended physical distancing from passengers.

As a result, there is **one** additional transportation option that will be available for **appointment based** booking for when taxi services are not deemed appropriate.

BUSSING SERVICE:

On Monday, February 15, **City Wide Taxi** (our current taxi services provider) will be taking appointments for safe and secure transportation using **busses** to offset and support transportation related needs. This service is intended to provide access to secure & sanitized vehicles & enhanced cleanings in between transports.

The intended use of these busses are:

- Patients that are being discharged home
- COVID positive transport needs
- Dialysis appointments for patients who previously used Taxi's
- Long Term Care Program resident appointments
- Eastern Health Extended Stay clients

Booking Procedure:

Requests for this service must be made using the following procedure:

- ✓ Contact City Wide Taxi at (709) 766-5555 or email info@citywidetaxi.ca
- ✓ You will need the following information ready to give to dispatch when you call.
 1. Person arranging transport - name, position & phone number
 2. Passenger name and contact phone number
 4. Requested Pick up time
 5. Pick up address and location
 6. Drop off address and location
 7. Condition of passenger: ambulatory or wheelchair

After giving City Wide the information, City Wide will arrange the transport and confirm with caller the transport details for the passengers.

Eastern Health Obligations:

Eastern Health staff member who initiates the transport must provide the following instructions to passenger:

1. Passengers are to maintain social distancing at all times with driver.
2. Upon arrival, driver will phone person who arranged transport. Driver will inform you where driver is situated at pick up location upon arrival.
3. Driver will open the door from the outside and step away 6 ft from door of vehicle then motion passenger to approach and enter vehicle from passenger side ONLY.
5. While in vehicle, passengers should put on seatbelts, place all belongings on lap and refrain from making contact with others.
6. Upon arrival at destination, passenger will wait for drivers' instructions on when to exit. Driver will open door from outside then step away 6 ft, then direct passengers to exit vehicle.
7. After run is completed driver will close out this transport and return for cleaning before being dispatched again.

If you have any questions please contact a member of the Eastern Health COVID19 logistics team or gary.stone@easternhealth.ca.

Thank-you,