



Wheels for Wellness Transportation Procedure
If you have questions, please call us 519-660-1430

We want to thank all our volunteers for helping to provide MOWL services. We want to ensure that all volunteers are aware that we appreciate all that you do. Most importantly, that conducting services is at your comfort. Below are many steps being taken and steps you'll need to take to ensure the execution of our transportation services safely. However, no one should feel obligated to be a volunteer. MOWL would always respect your personal decision that are made based on individual circumstances.

Some key changes to MOWL Transportation Services:

1. We cannot take any companions at this time (Only Driver and Client)
2. Rides will now only be conducted between 10:00am to 4:00pm.
3. Currently MOWL is not taking clients to medical appointments if they're feeling unwell.

Drivers you will be provided with (contact us if you need more supplies):

1. Masks
2. Sanitizer (which can be refilled)
3. Sanitizing wipes (we are happy to provide but it is ok to use your own disinfecting spray or wipes)

Training Required (Drivers will be emailed or given physical copy)

1. All drivers before resuming their duties will be given a fact sheet on proper mask use, hand washing, cleaning and disinfecting services, COVID 19 symptoms, physical distancing
2. Drivers will also be provided with the Workplace Safety and Prevention Services Guidance on Health and Safety for Taxi Services, Ride-Share and Rental Vehicle Services during COVID-19 from the Ontario government. These can either be printed or emailed to drivers.
3. All training items listed in points 1 and 2 are mandatory.
4. Drivers will also be reminded of the 6 feet ft and 2 m distance.



5. Drivers will either attend a training or be given this information individually and will sign declaration that it was complete.
6. Volunteers cannot resume duties until this all this training is complete.

The following steps will be taken in order to prepare for the ride:

1. Client will be called before their ride and screened with the most up to date COVID-19 screener. We will not send the driver to their home unless they have done this screener. We will only call drivers if we were unable to reach client for screener.
2. Clients will be told that it is mandatory for them to wear a mask (This is law for ride share programs). Clients can either wear their own mask or one will be given by the driver and added to client's bill at a cost of \$1.00. **A ride cannot and will not proceed unless both the Driver and Client are wearing masks. Drivers can call MOWL immediately if this is the case and individual will not be let in the vehicle.**
3. **Masks are mandatory. MOWL has the right to refuse service if the client does not wear a mask.**
4. Staff will screen drivers each day until further notice. Volunteers are encouraged to give MOWL as much notice as possible. Reminder that if you at any time feel unwell to let us know immediately. If you have any symptoms of COVID-19, for contact tracing reasons as well as caution, please let us know even if you do not have a ride booked.
5. Clients must call the MOWL office to cancel their ride if they are feeling unwell in any way.
6. A laminated poster will be provided to inform riders about the prevention of spread of germs.
7. Client will be informed:
 - a. To put on their mask and be waiting for the driver.
 - b. To let the driver, open their door and that the only surface they're to touch is the inside door handle and seatbelt.
 - c. To sit behind the front passenger seat
 - d. Client cannot receive physical assistance from the driver (no exceptions)



- e. They will need to bring money or credit card to pay for any associated parking fees as driver must now wait in the parking lot for client to come out.
 - f. To remind that always to distance themselves 6 feet (2m)
8. If you're unsure about anything that occurs during your ride, please call following your ride.

Drivers Preparing your car:

1. Wash and/or sanitize your hands before entering your vehicle
2. Fill out pre-ride checklist
 - a. Staff can provide you with a physical copy
 - b. You can download the form here and print:
 - c. You can also fill it out online here:
 - d. Note that you can fill the pre and post ride at the same time when ride is complete if filling out online. Just be sure to reference while doing the pre-ride checklist.
3. Please ensure your backseat is empty of unnecessary items
4. All drivers will be provided with sanitary wipes we ask that you wipe down the following surfaces before and after every ride:
 - a. Wipe down outside door handle
 - b. Wipe inside door handle
 - c. Wipe down seatbelt, tongue and buckles
 - d. Wipe down surfaces that you also know have been used by any other individuals in your vehicle before every ride.

When arriving for ride and when ride is in progress

1. Remember to keep as much distance as possible. (Ideally 6 ft. or 2 m)
If the client appears to be unwell, please call MOWL immediately.
2. If client removes mask, please ask them to immediately put it back on and report any such incidents to the MOWL office.
3. If client has a walker, driver will use sanitizing wipes and/or spray to wipe down walker and load into car.
4. Driver will open door for client and client will get in the vehicle
5. Client and driver are to use sanitizer upon entering the vehicle



6. If windows can remain open during the ride this is preferred but also remember that use of climate control system, even at room temperature is helpful. Air flow can reduce contaminant build up.
7. Upon arrival at the appointment, driver will open door for client to depart. Client must get out immediately.
8. Drivers cannot accept any items from the client at any time during the ride or touch any of their personal belongings.
9. For ease of contract tracing we suggest you stay in your vehicle. However, we understand this may be possible and if so just be aware we'll need to know all places you went during the time of your ride.

Post – ride

1. Wash and/or sanitize your hands
2. Fill out post-ride checklist
3. Please email to info@mowl.ca or drop off weekly at MOWL offices at 356 Queens ave. The front door has a mail slot. Alternatively, fill out online at:

