

**United Transportation Group**  
***Coronavirus Preparedness***

This document, as well as educational videos and other important information can be found on our website at: [unitedtransportationgroup.com/cv](http://unitedtransportationgroup.com/cv)

***Impact upon Clients:***

Currently our daily reminder calls have been modified to include the following verbiage:

*"If you believe that you may be sick, have travelled outside the country recently, or been in contact with anyone who may have been exposed to the Coronavirus, we ask that you inform us prior to being transported so we may take the proper cautions. Thank you."*

If a client reports they are sick, or may have or have been exposed to the Coronavirus the office will contact insurance broker to determine whether or not the appointment is a life saving appointment, or can be rescheduled. In the event the client must use transportation, the office will arrange a trained driver to transport that particular client.

At this time we are reserving the right to refuse transportation to anyone who displays the following symptoms: fever, cough, shortness of breath. This is due to our inability to ensure the vehicle will be properly sanitized for the next client, and the inability to ensure the driver won't contract the virus. Drivers must contact the office prior to leaving the client's location after denying service, file a report and request further instruction. The office must call in these cases to the appropriate insurance broker and confirm the driver files report. Report may be forwarded to all appropriate parties.

If we come upon a rise in confirmed cases within Massachusetts we will require the vehicles be sanitized after each client versus daily. We would begin to cease assisting clients in and out of vehicles including providing assistance buckling, and loading luggage. We will also cease door to door services, and search for clients within lobbies and waiting areas. This is not a step we want to take immediately as many clients rely on these services, and will only implement if confirmed cases rise within Massachusetts.

***Impact upon Drivers:***

Drivers are being provided packages in order to educate and help prepare for the virus that include: informational packets, hand sanitizer, disinfectant for their vehicles, and medical masks.

Drivers should disinfect their vehicles at the end of each work shift using the disinfectant provided. Hand sanitizer should be used after each contact with a client.

Drivers should avoid touching their face, and use hand sanitizer each time they enter the vehicle.

Any client who appears to have fever, shortness of breath unrelated to a prior medical diagnosis, or cough should not be transported. Please contact the office while at the clients location, and file the report located in the Tool Center in your online portal.

Clients who are sick, but must be transported to their appointments must be transported using the following protocol: The driver must wear disposable gloves, and a face mask. The vehicle should be disinfected after the client exits and the driver should immediately apply hand sanitizer and wash their hands at the closest available location. All items should be disposed of in a biohazard bag.

If a driver has travelled outside the country, been exposed to someone who may have or been exposed to the Coronavirus, or is displaying fever, cough or shortness of breath it should be reported to the office / management immediately. Drivers may be asked to take time off of work and obtain a doctors letter to verify they are healthy and able to return to work.

***Impact upon Office:***

Office personnel are being provided packages in order to educate and help prepare for the virus that include: informational packets, hand sanitizer, disinfectant for their work spaces, and medical masks.

Office personnel shall clean and disinfect their desk spaces daily. Sharing phones shall be prohibited for the time being. A rotating schedule of personnel shall clean and disinfect the entire office space daily including electronics (phones, laptops and iPads), keys, desk and table tops, chairs, door handles and furniture.

Office personnel should avoid touching their face, and avoid shaking the hands of others. If person to person contact does occur the employee should wash their hands or use hand sanitizer immediately after.

An emphasis on the importance of hand washing, and using hand sanitizer will continue to be stressed.

Any office personnel exhibiting signs of sickness such as: fever, shortness of breath or coughing will be sent home, and able to work from home until cleared by a doctor.

If a rise in confirmed cases within Massachusetts occurs, the office will be ordered to continue operations from home for a time period that would be determined later in such a situation.

***Vehicle Technicians:***

Technicians are being provided packages in order to educate and help prepare for the virus that include: informational packets, hand sanitizer, disinfectant for their work spaces, and medical masks.

Technicians must wear gloves or wash hands after inspecting each driver's vehicles. It shall also be required to report any sightings of drivers appearing ill, or not in good health to management so they can determine the most appropriate measures to be taken.

Customers who appear sick will be asked to wear a mask while on the premises, and the location should be disinfected after they leave.

The garage and waiting area is being disinfected daily on a rotating schedule to include all areas being frequented and touched.

Any technicians exhibiting signs of sickness such as: fever, shortness of breath or coughing will be sent home, until cleared by a doctor.

***Disclaimer:***

*As more information becomes available to us this document and these protocols are subject to change at any time with or without notice.*

*If you have any questions, or concerns about this document, or you feel as if we left something out please contact our main office at (774) 240-4519 and request to speak with management.*

*Thank you, Management.*