

COVID-19 Public Health Guidelines: Taxi and Ride Share Vehicles

Last updated December 4, 2020

This document provides local public health guidance for owners and operators of taxi and ride share vehicles, including drivers. This document does not replace guidance from the Province, including [Ontario's COVID-19 Response Framework: Keeping Ontario Safe and Open](#), [O. Reg. 364/20](#) (regulations for the Prevent, Protect and Restrict levels), [O. Reg. 263/20](#) (regulations for the Control level) and [O. Reg. 82/20](#) (regulations for the Lockdown level). For specific questions about COVID-19 provincial regulations, please contact the **Stop the Spread Business Information Line** at 1-888-444-3659.

COVID-19 transmission

COVID-19 is spread mainly from person-to-person through the respiratory droplets of someone infected with COVID-19. The respiratory droplets can travel up to two metres (six feet) through coughing, sneezing or talking. COVID-19 can also be transmitted when a person touches a surface or object that has the virus on it and then touches their mouth, nose or eyes.

COVID-19 Public Health Measures for Vehicle Owners and/or Taxi and Ride Share Companies:

Screen for COVID-19 Symptoms

For drivers:

- Use the provincial [screening tool for workplaces](#) to actively screen staff before each shift. If a driver screens positive and/or if they develop [symptoms](#), direct them to:
 - return or stay home;
 - contact their health care provider or book an appointment at a local [Assessment Centre](#) for testing; and
 - [self-isolate](#) at home.

For passengers:

- Encourage passengers to complete the provincial [online self-assessment](#) prior to requesting a ride.

Require a mask

- Require the use of non-medical masks or face coverings for drivers and passengers.
- [Halton Region By-law 47-20](#) and [Ontario's COVID-19 Response Framework: Keeping Ontario Safe and Open](#) requires all individuals to wear a non-medical mask or face covering in indoor public spaces and workplaces and when physical distancing cannot be maintained, unless exempt.
- Review [Health Canada's video](#) to learn how to safely put on and take off a mask.

Maximize physical distance and reduce contact

- Maintain a minimum physical distance of two metres between individuals during vehicle loading and unloading.

- Ask passengers to sit in the back seat to increase the physical distance between you and the passenger.
- Consider installing a barrier (for example, plexiglas) between the driver and passenger in the back seat.
- Avoid shared rides so that passengers do not travel with individuals from outside of their household.
- Encourage contactless payments for passengers whenever possible. If using payment devices [clean and disinfect](#) between customers. If handling cash, use alcohol-based hand rub (60 – 90% alcohol) after each transaction and avoid touching your face.
- Ask passengers to handle their own personal bags and belongings during pick-up and drop-off. If passengers require assistance, wash or disinfect hands immediately after handling passenger belongings.
- Remove non-essential objects (for example, cup holders, newspapers and décor) from the vehicle.

Keep hands and surfaces clean

- Practice respiratory etiquette: cough or sneeze into the bend of the arm, not hands, or use a tissue and avoid touching your face, followed by an alcohol-based hand rub (60-90% alcohol).
- Maintain supplies in every vehicle, including alcohol-based hand rub (60-90% alcohol), tissues and no-touch waste receptacles with lined plastic bags for driver and passenger use.
- Request that passengers take waste with them once they reach their destination or remove waste between passengers. [Wash hands](#) for at least 15 seconds with soap and water or use alcohol-based hand rub (60 – 90% alcohol) after disposing of waste.

Ensure appropriate ventilation

- Use the vehicle climate control system and windows to improve fresh air intake/air circulation.
- Avoid using the recirculated air option during passenger transport. This is especially important if the passenger is being transported to or from a hospital or other health care setting and/or is displaying respiratory symptoms.

Perform routine environmental cleaning and disinfection of vehicles

- Conduct frequent [cleaning and disinfection](#) of all high-touch surfaces (for example, car door handles, arm rests, buttons for windows and locks and seatbelts) **at least twice per day** and also:
 - when visibly dirty;
 - after transporting medical patients (for example, to and from hospital and other health care settings), and;
 - after transporting passengers who display respiratory symptoms (for example, coughing, sneezing).
- Disinfectant wipes have combined cleaners and disinfectants in one solution and can easily be used between passengers. Discard disinfectant wipes if they become dry. Disinfectant wipes are not recommended for heavily soiled surfaces.
- Use only disinfectants that have an 8-digit Drug Identification Number (DIN), which confirms it is [approved for use in Canada](#). Check the expiry dates of products, follow the manufacturer's instructions and ensure that the product is compatible with the item to be cleaned and disinfected.

Communicate health and safety measures

- Promote public health measures to passengers through a company website or outgoing telephone messages.
- Post signs summarizing key public health measures to prevent the spread of COVID-19 in vehicles where the information can be seen by passengers.

Additional Resources

- Halton Region Public Health:
 - [Cleaning practices to prevent the spread of COVID-19](#)
 - [COVID-19 Public Health Guidelines: Managing COVID-19 Cases in the Workplace](#)

- [Mental Health Resources and Supports](#)
- Government of Ontario:
 - [COVID-19 Response Framework: Keeping Ontario Safe and Open](#)
 - [Ontario Regulation 364/20](#): Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 (Rules for Areas in Stage 3).
 - [Ontario Regulation 263/20](#): Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 (Rules for Areas in Stage 2).
 - [Ontario Regulation 82/20](#): Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 (Rules for Areas in Stage 1).
 - [Resources to prevent COVID-19 in the workplace](#)
 - [COVID-19 and Workplace Health and Safety](#)
- Workplace Safety & Prevention Services:
 - [Workplace Safety & Prevention Services Guidance on Health and Safety for Taxi Services, Ride Share and Rental Vehicle Services During COVID-19](#)
 - [Psychological Safety Resources for Leaders During COVID-19](#)

More information

For more information and updates, visit halton.ca/COVID19 or call 311.