***HST GUIDELINES FOR DEMAND RESPONSE TRANSPORTATION SHARED RIDES AND SINGLE TRIPS***

Beginning March 22, 2021, the Commonwealth will move into Phase 4: New Normal of the State’s reopening process.  This [Phase 4: New Normal](https://www.mass.gov/doc/phase-4-reopening-guidance-massachusetts-department-of-public-health-guidance-reopen-approach-for-health-care-providers) guidance replaces and supersedes all prior reopening guidance for Human Service Transportation (HST).

During Phase 4, health care providers must continue to comply with all [state COVID-19 guidance](https://www.mass.gov/info-details/covid-19-public-health-guidance-and-directives). This includes, but is not limited to, DPH guidance on: a) [personal protective equipment (PPE)](https://www.mass.gov/doc/updated-comprehensive-personal-protective-equipment/download), b) [considerations for health care personnel after vaccination](https://www.mass.gov/doc/considerations-for-health-care-personnel-after-covid-19-vaccination/download), and c) [return to work guidance](https://www.mass.gov/doc/return-to-work-guidance/download) for all workers.

***IMPORTANT: Shared Ride transportation should only be provided during the phased reopening when there is no other option to transport Members to and from medical appointments in single trips. Shared Ride groupings must be coordinated by Transportation Brokers Only following the guidance below.***

**SHARED RIDES**

Requirements:

1. Brokers should screen members for vaccination status when they call to schedule transportation
2. There may not be more than two members in a shared ride that are from different households unless both members are fully vaccinated.
3. Shared Ride groupings may be planned between fully vaccinated members only. Fully vaccinated for COVID-19 means it has been 2 weeks after they have received the second dose in a 2-dose series or more than 2 weeks after they have received a single-dose vaccine.
4. No passengers will sit up front with the driver.
5. If the member requires transportation in the front seat due to a medical reason (notated on their PT-1 form), they should not be placed in a shared ride. They should be transported in a single trip.
6. All passengers will wear face masks or coverings.
7. If a consumer is unable to wear a face mask or face covering, they should not be placed in a shared ride. They should be transported in a single trip.
8. Any other exceptions to shared rides as indicated on a member’s PT-1 form remain in effect.
9. Shared Ride groupings will be planned to minimize the time participants spend in the vehicle together.

**VEHICLE CLEANING**

Requirements

Driver or other designated staff will thoroughly clean the vehicle after each use. This cleaning will include:

1. Use of EPA-Registered Products for Use Against Novel Coronavirus SARS-SoV-2 (the cause of COVID-19) to clean high-touch surfaces, including buttons, handholds, pull cords, rails, steering wheels, door handles, shift knobs, dashboard controls, and stanchions, window controls, seat belts, etc.
2. Removing trash
3. Wiping heat and air conditioner vents
4. Spot cleaning walls and seats
5. Dusting horizontal surfaces
6. Cleaning spills
7. If soft or porous surfaces (e.g., fabric seats, upholstery, carpets) are visibly dirty, clean them using appropriate cleaners and then disinfect soft or porous surfaces using EPA Registered Antimicrobial Products for Use Against Novel Coronavirus SARS-CoV-2
8. Staff should be trained to use disinfectants in a safe and effective manner and to clean up potentially infectious materials and body fluid spills.

Drivers should be adequately supplied with soap, paper towels, tissues, hand sanitizers, cleaning supplies, and garbage bags.

**DRIVER HEALTH SCREENING**

Requirements

Designate one or more staff who will screen each driver that has not been vaccinated before they enter a vehicle each day.

Driver screening will include the following questions:

1. Today or in the past 24 hours, have you or any household members had any of the following symptoms (not associated with a pre-existing condition)?

• Fever (temperature of 100.0°F or above), felt feverish, or had chills?

• Cough?

• Sore throat?

• Difficulty breathing?

• Abdominal pain?

• Unexplained Rash?

• Fatigue?

• Headache?

• New loss of smell/taste?

• New muscle aches?

• Nausea or vomiting?

• Diarrhea?

2. Have you received a positive test result for COVID-19? When was the date of the test? Are you waiting to receive results of a COVID-19 test?

3. In the past 14 days, have you had close contact with a person known to be infected with the novel coronavirus (COVID-19) or been told to quarantine due to exposure to a confirmed case or travel?

**PROCEDURES AT PICK UP AT THE MEMBER’S HOME**

Requirements

Before allowing a member to enter the vehicle, the driver will verbally confirm that the member does not have any symptoms consistent with

1. Today or in the past 24 hours, have you or any household members had any of the following symptoms (not associated with a pre-existing condition)?

• Fever (temperature of 100.0°F or above), felt feverish, or had chills?

• Cough?

• Sore throat?

• Difficulty breathing?

• Abdominal pain?

• Unexplained Rash?

• Fatigue?

• Headache?

• New loss of smell/taste?

• New muscle aches?

• Nausea or vomiting?

• Diarrhea?

1. Have you received a positive test result for COVID-19? When was the date of the test? Are you waiting to receive results of a COVID-19 test?
2. In the past 14 days, have you had close contact with a person known to be infected with the novel coronavirus (COVID-19) or been told to quarantine due to exposure to a confirmed case or travel?

**DURING THE RIDE**

Requirements

1. Drivers must wear face coverings.
2. Consumers are required to wear face masks or face coverings, except if unable to wear a mask or face covering due to a medical condition or otherwise exempted by [Department of Public Health Guidance](https://www.mass.gov/doc/guidance-for-face-masks-in-public-settings/download).
3. Drivers will be instructed to have all windows rolled down if safe to do so (when possible, roll windows down before members enter the vehicle). If not safe, they will have the air ventilation system set to high with no air recirculating.