

Pathways Protocol for Transporting Person Being Served
During the COVID-19 Crisis
Effective 9/17/20
Please shred previous copies

1. Prior to every Face to Face appointment:
 - a. On the day of the appointment, staff will call the person being served to complete the New COVID-19 Questionnaire in ELMER. The person being served will be asked to wear a mask and to ride in the back seat, rider's side. Please verify that they are willing to do this.
 - i. If they are not willing to comply, the contact will need to be cancelled AND then contact primary worker as soon as possible for further direction.
 - b. Complete the COVID -19 Questionnaire in ELMER while on the phone with the person being served.
 - i. Should they answer 'Yes' to any question, you must contact the Office Nurse immediately to review the Questionnaire.
 - ii. Face to Face contact cannot be made unless this Questionnaire is completed AND any yes answers have been reviewed with a nurse.
 - c. Upon entering the agency vehicle, perform proper hand washing technique, put on N95 Mask, Material/Surgical mask and gloves. Using Disinfectant Wipes, staff will wipe down the inside of the driver's door, the steering wheel, the dash and mid-console and the levers for shifting and windshield wipers. Place wipes into a separate bag for disposal. Remove gloves using the proper Glove Removal Technique and place into the this bag. **Leave N95 and Material mask on for entire contact.**
 - d. Pick up the person being served and have them wear a mask.
 - i. To create a negative pressure flow in the car, slightly open the front rider's side window and back rider's side approximately 2 inches. Leave open during entire contact with the consumer.
 - e. Complete contact and drop off the person being served.
 - f. Upon returning to the agency and before getting out of the vehicle. Staff will clean the agency vehicle: Perform proper hand washing technique, put on gloves and using Disinfectant Wipes, staff will clean the steering wheel, the dash and mid-console, the levers for shifting and windshield wipers and lastly the inside of the driver's door.
 - i. Then wipe down the inside of the back rider's side door and the barrier, if possible.
 - g. Remove used gloves and place into the bag for disposal and place into a garbage can. Perform hand washing technique.
 - h. After you enter the building please follow current Executive Orders for wearing masks and physical distancing.

- i. When removing masks – remove via ear loops or bands only. Remove material mask and place outside surface face down on paper towel. Remove N95/Respirator and place into brown paper bag. If at any time you touch the outside of the mask, you must wash your hands before proceeding with removal. After removal of face mask, wash your hands using proper Hand Washing Technique