



PUBLIC HEALTH MEMO

COVID-19

Taxi and Rideshare Services during COVID-19

Recommendations for Passengers

It is recommended that passengers with symptoms, or confirmed as COVID-19 positive who require non-emergency transportation for essential health care appointments, receive transportation from a friend or family member in their household. However, if this is not possible and transportation is required from a taxi, ride share service or from someone who is not a member of their household, they should:

- Wear a mask or face covering at all times during the trip
- Wash or sanitize hands with an alcohol-based hand rub before and after exiting the vehicle
- If possible, use a touchless payment method such as online pre-pay or card tap
- Sit in the back seat opposite the driver to maintain the greatest distance possible
- Open windows to allow for airflow
- Ask for the name and an identification number for the vehicle (e.g. license plate, vehicle number). Write this information down so it can be used to assist with contact tracing if needed

The WECHU highly recommends that passengers who are required to be in self-isolation because of illness, recent travel, or as instructed by their health care provider should **not** be using a taxi or rideshare service unless there is no other option.

Recommendations for Drivers

The WECHU recommends that drivers take steps to protect themselves and passengers from COVID-19 by adhering to the following infection prevention and control practices:

- Do not work if you are ill
- Clean hands between passengers with an alcohol-based hand rub, or wash hands with soap and water for at least 15 seconds
 - Drivers should also clean their hands after handling money, payment cards, or providing assistance with a passenger's personal items
- Consider wearing a face mask or covering
- Do not allow shared rides with passengers' unknown to each other
- Consider posting [Cough and Sneeze practice posters](#) in the vehicle

Cleaning and Disinfection of Vehicle

Frequently touched surfaces inside the vehicle are more likely to be contaminated. Examples include car door handles, armrests, buttons for windows and locks, and seatbelts. These surfaces can be cleaned with a common household cleaner or disinfectant wipe:

- at least twice per day, or after every rider if possible
- when visibly dirty



- after transporting medical patients (e.g. to and from the hospital, assessment centre and other health care settings)
- after transporting passengers who display respiratory symptoms (e.g. coughing, sneezing)

Taxi and rideshare are vital services to many people in Windsor and Essex County. The WECHU recommends that individuals only travel when necessary. If you must use taxi and rideshare services for transportation, do it safely by following the recommendations in this document.

Public Health Ontario. (2020). Cleaning and Disinfection for Public Settings. Retrieved from <https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-environmentalcleaning.pdf?la=en>

Toronto Public Health. (2020). COVID-19 Guidance for Taxi and Ride Share Vehicles. Retrieved from <https://www.toronto.ca/wp-content/uploads/2020/03/8d19-COVID-19-Guidance-for-Taxi-Ride-Share-Employers-Drivers-Vehicle-Owners.pdf>