

community
connect transport



BE COVIDSAFE

CORONAVIRUS
(COVID-19)



Your Community Transport Provider for the Lower North Shore & Beyond since 1993

At Community Connect Transport (CCT) our priority as always is the safety of our customers, staff and the wider community, this being of particular focus and specificity during the current Coronavirus outbreak.

Our COVID Safety Plan outlines the steps Community Connect Transport has undertaken to protect the health and safety of all of us thus ensuring ongoing access to transport for our clients with minimal disruption yet providing reassurance that you can travel with us safely.

We continue to work closely with our stakeholders and receive regular updates from the relevant government agencies, including NSW Department of Health and Transport for NSW, to ensure the required safety and hygiene precautions are in place and adhered to by our clients, staff and visitors to our office.

As restrictions ease we continue to monitor the situation and operate based on advice from Department of Health.

Community Connect Transport's **COVID Safety Plan** includes:

Reliable Service

- Ø CCT being an essential service has continued to operate with minimal disruption to our clients so to ensure on-going access to transport for essential needs

Safe Service

- Ø All CCT Staff have completed COVID-19 Infection Control Training
- Ø CCT Staff are not to attend work if they are displaying symptoms of COVID-19
- Ø CCT Staff, if tested, are not to attend work and are to follow the required isolation protocol until results known
- Ø CCT is unable to provide transport if the client or someone in their household is self-isolating due to COVID-19
- Ø CCT Drivers Training for management of suspected COVID-19 case on-board vehicle

Vehicle Safety Precautions

- Ø Use vehicles that support capacity for fewer clients on-board at any one time to meet current Social Distancing requirements
- Ø Our vehicles are equipped with PPE (Personal Protective Equipment) including face masks
- Ø The wearing of face masks is mandatory whilst using community transport
- Ø Hand sanitiser is available on all vehicles and encouraged to use when boarding and disembarking
- Ø Pre-Payment by credit card with our office prior to travelling is preferred but where cash payment is required hand hygiene protocol will be followed
- Ø Drivers to avoid handshakes or any other close physical contact with passengers
- Ø Drivers to avoid handling of clients bags and shopping but if not practical gloves to be used
- Ø Set air conditioning to external airflow rather than to recirculation or have windows open where appropriate.

Increased Vehicle Hygiene

- Ø Our fleet is cleaned at least once daily, and where possible twice daily, with disinfectant products to ensure frequently touched surfaces such as door handles, handrails, seat buckles and seat frames are given special attention.



9490 9500

communityconnect.org.au

Crows Nest Centre, Level 3 - 2 Ernest Place, Crows Nest NSW 2065



Safe and Responsible Travel for Everyone

Our clients have a key role to play when they travel with Community Connect Transport and we ask that you follow two simple steps to support everyone's health and safety while travelling;

1. Practice Social Distancing:

- Ø When travelling with us, leave a 1.5 metre gap between you and others when possible by:
 - standing away from others when waiting to get on the vehicle (when travelling in a group)
 - leaving a space between you and the person in front of you as you enter the vehicle
 - sitting away from other people in the allocated seating spaces
- Ø Follow staff advice and seek assistance if you need it - we are here to help



2. Follow Hygiene Advice:

- Ø Follow the Department of Health's guidelines regarding good hand and respiratory hygiene, including:
 - staying home if you're unwell
 - cleaning hands with soap and water or alcohol-based hand rubs
 - covering your nose and mouth with a tissue or flexed elbow when coughing or sneezing
 - avoid contact with anyone who has symptoms such as fever, a cough, sore throat, fatigue, and shortness of breath.



Follow the measures we've introduced to help stop the spread of COVID-19 including Social Distancing whilst seated and paying over the phone when possible.

Treat our staff and your fellow clients with respect – we are all in this together

Staff, Clients and Visitors Communication

- Ø Regular updates based on advice from Department of Health are communicated to our staff, clients and the wider community via email, our website and Client Newsletter
- Ø Transport signage on-board our vehicles promote Social Distancing and this information/ messaging are adapted regularly based on the advice of the Department of Health and Transport NSW.
- Ø CCT Staff are provided information and training on COVID-19, including when to get tested, physical distancing, hygiene and safe cleaning
- Ø CCT Drivers receive Weekly Updates via email with specific COVID-19 Updates to aid in maintaining a safe and hygienic workplace on-board the vehicles and within the office
- Ø CCT Staff with symptoms of COVID-19, even mild symptoms, are encouraged to get tested
- Ø CCT Staff are encouraged to stay updated as to current COVID-19 hotspot areas as noted by NSW Government <https://www.nsw.gov.au/covid-19/latest-news-and-updates> so as to avoid these areas where practical or follow Health Advice should they have visited a noted hotspot
- Ø CCT Staff are made aware of their leave entitlements if they are sick or required to self-isolate

Office Protocol

- Ø Conditions of Entry to Office is displayed at front entry point for Staff, Visitors and Contractors
- Ø All visitors and contractors to the CCT office are required to check-in using the Service NSW QR code displayed at CCT's front entry or if without a digital device complete the manual entry form provided. The data captured by the Service NSW COVID-Safe check-in is only used for the purposes of contact tracing by NSW Health and it is deleted after 28 days.
- Ø Office staff utilise closest access door to office that has limited general public usage
- Ø Office staff workstations are at least 1.5 metres apart with partitions and 4 square metres per person
- Ø Each Office Workstation is provided:
 - antibacterial wipes/ spray for use in surface cleansing at start and end of day
 - hand sanitiser for personal use throughout the day
- Ø High traffic areas and touch points are cleaned with antibacterial wipes/ spray throughout office
- Ø Office area beyond front entry is restricted access only for Administrative Staff and clearly marked
- Ø Drivers visits to the office if essential are confined to the first entry area and limited to under 15 minutes
- Ø Delivery Drivers and other contractors who need to attend the workplace are given clear instructions of our requirements to limit their time onsite and electronic sign off/ contactless delivery where practical



Staff Gatherings and Training

- Ø All non-essential gatherings, meetings and training has been postponed or cancelled
- Ø If gatherings, meetings or training are essential:
 - we use non face-to-face options to conduct – e.g. electronic communication - tele/ video conferencing
 - if a non face-to-face option is not possible, we ensure face-to-face time is limited no longer than required
 - hold the gathering, meeting or training in spaces that enable workers to keep at least 1.5 metres apart and with 4 square metres of space per person – e.g. outdoors or in large conference rooms
 - ensure adequate ventilation if held indoors.

