

## **STARS Health Protocol for Drivers, Dispatchers and Passengers**

Considering Covid 19's changing circumstances it is our intent to provide safe service yet allow individual flexibility as regulations change. We have made these decisions based on actual driver-passenger practices as well as interpretation of CDC guidelines, **STARS'** responsibility as a provider of ride services and associated privacy issues.

- In compliance with the March 11, 2022, OR CDC guidelines, wearing of masks during **STARS** rides will now be at the discretion of the driver and passenger. Drivers are encouraged to discuss masking with their passengers. If there is disagreement between those riding in the car, we ask drivers to politely decline the ride notifying the passenger that **STARS** will post again to secure a driver for them.
- Auto sanitizing will be at the discretion of the driver. If requested **STARS** will provide drivers with hand sanitizer, wipes (effective for Coronavirus: Clorox, Lysol etc.) and masks as supplies last.
- Passengers will be asked if they need physical assistance getting into and out of a vehicle. This will be noted by dispatch in the ride details so that drivers might, at their discretion, wear gloves.
- **STARS** Drivers are encouraged to follow these CDC recommendations for continued health and safety:
  - Wash your hands often with soap and water for at least 20 seconds.
  - Avoid touching your eyes, nose, and mouth.
  - Mask when in public if you have concerns regarding your personal health or safety

**OUR SERVICE:** **STARS** is a scheduled, non-emergency medical transportation service. We are unable to provide urgent care transportation. **At times** we provide additional services and in which case follow these guidelines:

- Food delivery: When delivering food to Meals on Wheels or Grab N Go clients expect to drop off on their doorstep. Ring the doorbell or knock, then step back at least 6' and observe that client picks up delivery.
- Food and/or prescription pickups: Pre-paid food items should be bagged and ready for pickup at establishment entries. Drivers may be unable to enter pharmacies to pick up pre-paid prescriptions. Individual ride postings will include pickup details.
- We offer transportation for Covid vaccinations during our normal volunteer drive times: M-F between 8:00am and 5:00pm. Rides will be booked during normal dispatcher hours Tues/Thurs 10am-3pm.

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### DRIVER PROTOCOL:

- Ensuring the health and well-being of **STARS** drivers and passengers is our top priority. Being current with seasonal vaccinations is encouraged for those participating in our transportation program.
- Wearing masks during **STARS** rides will now be at the discretion of the driver and passenger.
- Please wear your **NAMETAG** when driving for **STARS**. This identifies you to clients as well as neighbors and providers when you are transporting passengers. Neighbors DO watch out for each other, and families are often not apprised of your role in helping their relatives.
- Dispatch will ask if a passenger uses mobility aids, needs assistance, either with entering or leaving the car. See your Spedsta individual ride confirmation information for details.
- Food and prescription delivery are door to door...drivers are not personal shoppers.
- Drivers will open doors and enter medical practices or hospitals at their own discretion as it is NOT a requirement for STARS Drivers.
- If sanitizing your vehicle, we suggest you use cleaning wipes that are effective for Coronavirus: Clorox, Lysol etc. The label will indicate on the Disinfects List: Human coronavirus. We suggest you use these to disinfect any surface that may be touched by driver or passenger such as door handles (inside/outside), steering wheel and shifter. This should be done immediately before and after each ride.
- Carry in your car: box of tissues, trash bag, hand sanitizer (70% alcohol), **current waiver forms/pens, STARS Emergency and Contact Information for Drivers, donation envelopes** and media materials to educate passengers and the general public on our mission.
- We serve a vulnerable population and need to be extra careful to ensure passengers and drivers alike remain safe and healthy. If you have been exposed to someone who has COVID or if you have tested positive **STARS** requires that you isolate in accordance with CDC guidelines prior to resuming your volunteer driving. You are referred to the following link, current as of **December 2023**.

<https://www.cdc.gov/coronavirus/2019-ncov/your-health/isolation.html>

- The following should be asked of each passenger by the driver at the end of the ride: **“If you do develop any slight symptoms of illness or fever within two weeks of a STARS ride, please notify STARS by calling the dispatch number 541-904-5545 and provide the following information: date/time of ride and name of driver/passenger.”**

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### DISPATCH PROTOCOL:

In scheduling passengers, we remind them this is not an urgent care transportation service; currently we are providing rides for doctor requested appointments as well as Scheduled Covid vaccination appointments during usual ride times (M-F 8am to 5pm). If a volunteer is delivering food, clients should expect delivery to their doorstep only. They should have food items paid for and ready for pickup at establishment entries. We are currently unable to pick up or deliver prescriptions.

For their protection as well as for their driver we are adding some screening precautions for dispatchers. They will tell **each passenger** the following:

- We encourage you to address your masking preferences with your driver during the initial phone contact.
- If you have not felt well or had **any slight symptoms of illness or fever** within the last two weeks, please schedule a ride after you have been fever free for two weeks. (CDC protocol)
- Please tell us if you require physical assistance when accessing the vehicle and or moving into the appointment building. (Dispatchers please use appropriate drop-down boxes in Spedsta indicate “conditions” and “mobility aids” and “mobility”. (This will help drivers determine if this is a ride they prefer to take given their vehicle type and whether to opt to wear gloves)

### SUPPLIES:

Available from **Ann Marland**. Call ahead for supplies and she will have them available for pickup on her front porch. **541- 549-7006**

- Replacement name tags
- Auto hang tags
- Donation envelopes
- Promotional materials - flyers, rack cards, business cards

Ann Marland - Easy to find, easy to access:

The Pines, 498 N Wheeler Loop, Sisters. White vinyl fence with green entry gate. 1 block south of Ray's shopping center. Gates automatically open 8am-6pm. Annie's drive **very first on the left** as you go through gates. This is also STARS drop off location for ride waivers. Questions?? Call Annie, 541-549-7006.

*We appreciate the generosity of our STARS Volunteers especially during these very trying times...their efforts help to make Sisters Country a caring, cooperative, healthy community.*