

As the world faces an unparalleled truth of the Coronavirus or COVID-19, we at Dunn’s NEMT understand the economic challenges this virus has presented. All employed with Dunn’s Non-Emergency Medical Transportation Service, are joining together to make sure that not only the clients transported are safe, but each individual involved within our client’s realm of transportation is safe.

Safety against the spread of COVID-19 may be challenging in the upcoming months and even more so in the years ahead. This has been implemented on how businesses will operate and will continue to change on businesses operations. We are doing our best to continue to readjust to any changes as soon as we become aware of them. As a public transportation provider we face challenges that most will not encounter because we are in direct contact with clients and sit in close proximity, with less than 6ft during transportation.

WE WILL BE ENFORCE DAILY CLEANING SAFETY PROTOCOL

Cleaning and Safety is MANDATORY MANDATED by Dunn’s NEMT

1. **Social Distancing-** Though we do not have a separate area for the passengers such as a separate compartment of the vehicle for passengers, we will implement the social distancing rule as often and frequently as possible. This means that no employee of Dunn’s NEMT should enter the personal space of an individual/clients face unless CPR is needed. When talking with someone it should be done at a distance of 6ft or from an angle that keeps you away from particles if someone should sneeze or cough. Our vehicles are equipped with a partition to keep the clients protected during transport, as well as our driver’s to be equipped with a face mask and gloves.
2. **Devices & Frequently Used Surfaces-** The handling of all company devices and personals that are, can or will be used should be wiped down after every use with a disinfectant such as Lysol, Clorox wipes or alcohol wipes. This includes but is not limited to the following:
* **Equipment-** Wheelchairs and car seats/toddler seats
* **Electronics-** Cellular devices including iPods, iPads, tablets, computers
* **Frequently touched surfaces-** Door handles inside and outside of the vehicle, all seat belt attachments including buckles and fasteners, panels, and any other surface you may have seen someone touch.
* **Washing & Vacuum-** Use of an antibacterial cleaner will be mixed with the solution to wash the vehicles outside. Before vacuum is run to sweep
* The inside of the vehicle/s you must spray Lysol-only, on all surfaces including CARPET & FABRICS.
1. **PPE Personal Protective Equipment- (Gloves)** will be worn during **ALL** interactions with clients that are unavoidable. This includes securement of wheelchairs, assistance with buckling in passengers or helping load baggage or personal items. **(Mask/Facial Coverings)** This is an unprecedented decision that while in direct contact of a client a mask **MUST** be worn. This includes at the arrival of our client’s address, along with the loading and unloading for a successful transportation. Drivers may go without wearing a mask only if they are alone in the vehicle. It is **not mandatory** for a client to wear a mask.
2. **Screening and Temperature-** Upon all transport requests received, Dunn’s NEMT staff will screen clients with the assistance of the requestors. We will ask if the individuals that will be transported have been screened. Whether they have reported answering **YES or NO** to having a fever, cough, or body aches, we will ask the questions on call verification prior to transport, over the phone, and in addition once we arrive to transport them. Temperatures will be checked prior to entering all company vehicles.
3. If the clients’ temperature is above 100.4 degrees, transport will be refused and should be immediately reported to the office. All employees of Dunn’s NEMT will be screened prior to the start of their shift.

**‘’CUSTOMER SERVICE IS OUR NUMBER ONE PRIORITY‘’**

 *Christopher W. Dunn*

 *Founder*

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