



Public Transportation

Employers must:

- Make sure workers know how COVID-19 can spread, and are aware of the exposure risks from their job and tasks.
- Have a policy requiring workers to stay at home if they develop symptoms of COVID-19 and what is expected of workers if they get sick, have symptoms, or if they have an exposure to someone with COVID-19.
- Do everything reasonably possible, under the circumstances, to protect the health and safety of workers by implementing measures to reduce exposure to COVID-19, and providing adequate information, training, sanitation, and personal protective equipment.
- Adjust schedules to reflect any necessary changes.
- Perform regular inspections and hazard assessments to identify potential ways employees may be exposed to COVID-19 and other hazards.
- Consult with the health and safety committee or representative when putting measures into place.
- Make sure workers are trained to work safely, including when replacing the duties of others.

Workers must:

- Follow personal preventive practices including physical distancing, hand hygiene and respiratory etiquette.
- Avoid touching their eyes, nose and mouth.
- Be aware of and self-monitor for symptoms of COVID-19. If a symptom develops, even if mild, they must isolate at home immediately and contact their local [Public Health Authority](#) for further instructions.
- If they develop symptoms while at work, tell their supervisor and ask about the procedure to follow in the workplace until they can return home safely. They should not use public transit to get home.
- Follow the Public Health Agency of Canada's steps for self-assessment: <https://www.canada.ca/coronavirus> or their province's self assessment tool.
- Practice physical distancing by keeping at least 2 metres (6 feet) apart from others.
- Wear a non-medical mask or face covering when physical distancing with co-workers or passengers is not consistently possible.
- Continue to follow all safe work procedures. If it is unsafe to work, they should promptly notify their supervisor, health and safety committee or representative, and/or union.
- Wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, after handling cash, and before leaving the worksite. Remove jewellery while washing.
- Not share cigarettes or vaping equipment or other personal items.
- Not share communication devices or personal protective equipment unless they can be cleaned between users.



Public Transportation

Remind all workers and passengers to always practice physical distancing, hand hygiene, and respiratory etiquette.

Physical Distancing

- As much as possible, maintain a distance of at least 2 metres (6 feet) between people (includes workers and passengers).
- Use of non-medical masks may be required when using public transport. Educate workers that non-medical masks or cloth face coverings are not protective to themselves but will help slow the spread of the virus. They can help prevent the spread of infectious respiratory droplets (i.e., when they talk, sneeze, or cough) from coming in contact with other people around them and are recommended when physical distancing is not possible, particularly in crowded settings. They must fit well and be worn correctly.
- Limit the number of passengers and mark seats as not available to help maintain physical distancing, including seats near the driver.
- Consider adjusting trip schedules or adding more vehicles, trains or ferries to routes to provide more space on-board.
- Provide signs, floor markings, and other visual cues in appropriate areas (such as on the vehicle, on the transit stop etc.) to encourage physical distancing.
- Where possible, instruct passengers using announcements and signs to enter and exit using specific doors. For example, on a bus, instruct riders to enter from the front and exit using rear doors.
- Evaluate if changes can be made to increase separation (e.g., installing physical barriers such as a plexiglass window). Make sure barriers do not create a safety hazard, such as interfere with the driver's ability to see or use controls, or reduce the driver's ability to exit quickly if needed.
- Control foot traffic patterns to reduce gathering at meeting points, washrooms, and other shared spaces.
- Designate travel paths so workers and passengers do not have to pass each other closely (e.g., one set of stairs for up, another for down).
- If workers need to travel between work sites, maintain physical distancing while in the vehicle. Consider transporting in smaller groups, using separate vehicles, or using larger vehicles that can maximize physical distancing.

Sanitation and Disinfection

A touch point is any surface that can be touched by bare hands by multiple people, multiple times.

- Make sure that any person required to clean has received the appropriate training on cleaning and disinfecting protocols and the use of any required personal protective equipment.
- Determine the frequency of cleaning and disinfection based on your organization's needs. Clean at least once per day but more frequent cleaning (every 2 to 3 hours) may be necessary.
- Record when cleaning and disinfection has occurred.
- Consider using products that will help prevent a virus from surviving on a surface for a period of time after it has been applied. Use a sticker or poster to inform passengers this treatment has been performed. Repeat treatments as necessary, according to the manufacturer's instructions.
- Use a disinfectant or bleach solution to destroy or inactivate the virus.
 - Use a disinfectant with a drug identification number (DIN). This number means that it has been approved for use in Canada.
 - If disinfectant products are not available, hard surfaces can be disinfected using a mixture of 5 mL of bleach (5% sodium hypochlorite) and 250 mL of water. Test surfaces before using a bleach solution. Bleach can be corrosive.
 - Clean high-touch electronics (if they can withstand use of liquid), shared tools, phones, and tablets with alcohol or disinfectant wipes, or wear gloves if cleaning is not possible.



Public Transportation

- Create a checklist of all surfaces that must be cleaned, including turnstiles, magazine and leaflet racks, stair and escalator hand rails, elevator buttons, door handles, wheelchair access buttons, paper towel dispensers, counter tops, cashier stations, automated card machines, kitchen equipment, vending machines, and printers/photocopiers.
- Clean all areas, including public spaces, vehicles, offices, cafeterias, change rooms, and facility and on-board washrooms. Be sure that all high-contact touch points are cleaned.
- Develop and post a cleaning schedule that is followed for each work area, vehicle, etc., especially between shift changes.
- Use a dedicated cloth for cleaning. Reusable cleaning items can be washed using regular laundry soap.
- Place contaminated disposable cleaning items (e.g. mop heads, cloths) in a lined garbage bin before disposing of them with regular waste.

Transportation Bases, Stations, Platforms and Counters

- Increase the air intake of the ventilation system or open doors and windows (weather permitting) to provide additional fresh air.
- Maintain physical distancing of at least 2 metres.
- Provide barriers at check-in counters, service desks, etc.
- Provide access to hand washing stations or hand sanitizer dispensers in prominent locations throughout the site. If hands are visibly dirty, they must be washed with soap and water.
- Clean and disinfect offices, washrooms, lunchrooms, trailers, workspaces, and other shared spaces at least once a day. Focus on commonly touched surfaces such as pens, tools, radios, vending machines, tables, chairs, handles, handrails, kettles, microwaves, light switches, sink taps, etc.
- If someone experiencing symptoms has left the building, thoroughly disinfect their work area.
- Encourage clients to use prepaid transportation cards and to load the fares online or at fare stations where possible. Use touchless tap payments, or clean the PIN pad between users. If cash is used, wash hands after contact.

Assisting and Informing Passengers

- Follow physical distancing guidelines where possible. If a worker is required to assist a passenger using direct contact, the worker should wear personal protective equipment, or at minimum place themselves behind the passenger, if appropriate.
- Encourage passengers to stay home if they feel unwell.
- Communicate if schedules will be adjusted or extra transit vehicles are available to avoid rushing and crowding.
- Limit interactions and avoid direct contact if possible. Do not shake hands. If available, wear personal protective equipment or non-medical masks or face coverings when direct contact with a passenger is necessary.
- Communicate any changes to services for passengers with disabilities or those needing further assistance, such as essential trips only, pre-booking, if they must travel with a companion, cleaning practices, any screening criteria, etc.
- Designate a luggage drop area or method that allows for physical distancing. Space luggage adequately when passengers are claiming bags.
- Meet passengers outside before they board. Ask drivers to stand back while passengers load. Load passengers from back to front where possible.
- Wash hands with soap and water or an alcohol-based hand sanitizer after assisting passengers, fueling, handling luggage, or using the washroom.
- Post signs to remind passengers to practice hand hygiene, especially when using an on-board washroom.
- Encourage passengers to stay in their vehicles where possible, such as waiting for the ferry and while in transit. If passengers are allowed to leave vehicles, communicate what areas are available.
- Communicate the measures being taken to ensure passenger safety, such as disinfecting, distancing, using barriers, etc.
- Communicate how passengers can get assistance if transit stations or customer services have been closed or relocated.



Public Transportation

General Management

- Consider the maximum capacity of a vehicle that will accommodate physical distancing when booking passengers.
- Communicate to passengers if specific measures are required, such as the use of a non-medical mask or face covering. Use various methods such as websites, social media, posters, etc.
- Notify workers in advance if there are changes to screening measures and facility entrance policies.
- Determine if there are operations that can be relocated to smaller sites.
- Assign workers to a single workstation. If workers move between workstations, make sure the area is disinfected between users.
- Make sure washrooms are cleaned frequently, have running water, and are stocked with soap, paper towels, and plastic lined waste containers.
- Where wash stations with soap and water are not close or accessible, provide alcohol-based hand sanitizer. Provide access to washroom facilities when workers are stationed at remote locations, or when other facilities are closed (e.g., an agreement is made with a local business that drivers can use their washroom facilities).
- Maintain an updated list of current workers and their areas or routes.
- Where possible, assign drivers to specific vehicles (including security), or disinfect the vehicle between users.
- Evaluate if any worker can perform their job from home (e.g., dispatch, customer service, or administrative staff).
- Stagger meetings, breaks, team talks, and orientations to minimize the number of workers in one place. Consider splitting workers into groups that always work together.
- Where a job task requires a group of workers to perform that task safely or for safety when performing security duties, consider creating a team or “cohort” that work together exclusively.
- Hold in-person meetings outdoors or in large areas that allow for physical distancing.
- Communicate corporate information, and submit documents and forms electronically, or wash hands after handling papers.
- Hold worker orientations verbally and/or use virtual tools and technology to avoid touching papers; ensure roles and responsibilities for each position are clearly defined.
- Minimize contact during sign-in. Have the supervisor sign in for people (or provide separate pens), or have people text the supervisor. Clean any sign-in devices between users.
- Schedule any additional time that may be needed due to reduced staff, performing risk assessments, physical distancing measures, hygiene measures, cleaning, disinfecting, and following other protocols to perform work safely.
- Sharing of electronics, equipment, tools, instruments, etc. should be avoided where possible. Consider purchasing additional equipment if required.
- Remove shared items from common areas, such as pens, cutlery and tableware.
- Remove communal coat check areas and shared footwear or clothing. Have workers store their personal items in separate lockers or in sealed bins/bags. Provide designated uniforms that are laundered by a service or encourage workers to wear clothes that can be washed frequently. Encourage workers to remove work uniforms and change to street clothes before leaving at the end of shift, where possible.
- Dispose of used tissues, wipes, gloves, and other cleaning materials in a plastic lined waste container.
- Replace garbage cans with no-touch receptacles or remove lids that require contact to open.
- When putting preventative actions in place, always consider the hierarchy of controls, continue to evaluate how effective they are, and make changes when needed.
- Limit or reschedule non-essential site visits by contractors, supply chain partners, vendors or other visitors.
- Establish facility zones and restrict workers from entering those they do not perform work in or need to access (does not apply for emergency situations).
- Assign workers to the same crew and work area, and limit the number of workers allowed in an area at the same time.



Public Transportation

- Review processes such as vehicle or material pick-up and delivery, or maintenance activities. Use methods that will help to avoid workers congregating or working in the same area.
- Consider reviewing policies on the use of personal cell phones in the facility. When done safely, using mobile phones can promote physical distancing while allowing effective communication (avoid sharing phones).
- While respecting physical distancing measures, supervisors are still required to make sure that workers are performing their tasks safely.
- When personal protective equipment (PPE) is assigned for use by workers, make sure the equipment is available at the time of their shift.
- When selecting the correct PPE to use, conduct an assessment of all the activities that will be performed and products that will be used, to ensure appropriate protection is provided and additional hazards are not created.
- Develop procedures and train workers on the selection, use, putting on/removal, disposal, cleaning, maintenance, and storage of PPE.

Provide mental health support to all workers, including access to an employee assistance program (EAP) if available.



For further information on COVID-19, refer to the Public Health Agency of Canada
<https://www.canada.ca/coronavirus>

Note that this guidance is just some of the adjustments organizations can make during a pandemic. Adapt this list by adding your own good practices and policies to meet your organization's specific needs.