Government of
South Australia

Protocol 11
Version 5: 19 December 2021

Transport of clients during COVID-19

Purpose and scope

This protocol outlines suggested procedures and measures for consideration when transporting clients, particularly those of increased vulnerability. It is applicable within a South Australian Government context outside of the health system.

Please note that this document is intended as general advice; agencies should identify whether specific guidelines exist within their organisation. Where this is the case, these should be referred to in first instance.

For the latest advice and resources, visit www.health.gov.au. For South Australia-specific advice, visit www.covid-19.sa.gov.au or call 1800 253 787.

Note: this protocol does <u>not</u> apply in a medical emergency. In case of a medical emergency involving (a) client(s), always call 000.

Prior to transport

1	Identify if client(s) require(s) urgent transportation. If alternative solutions, like remote service delivery or postponing transport are possible without compromising the health and wellbeing of clients, their families, the community or the workforce, then these would be better options.
2	If transport is urgently required, identify if client(s) has/have any possible COVID-19 symptoms or risk factors, e.g.: • Fever or chills • Respiratory symptoms (shortness of breath, cough, sore throat, etc) • Returned from overseas, interstate or a cruise ship within last 14 days • Is either a vaccinated close contact or unvaccinated close contact of a confirmed case in the last 14 days and has symptoms
3a	If the answer is '**YES**' to any of these questions and client(s) need(s) non-emergency transport to **hospital**, **request transport by ambulance** by calling 1300 13 62 72.
3b	If the answer is '**YES**' to any of these questions and client(s) need(s) transport to a place of self-isolation, care, residential facility etc, **request ambulance transport** by: • Sending a completed Transport Assistance Request form (refer to page 5) to sacovid19emt@eso.sa.gov.au (8.00 am – 6.00 pm) **OR** • Contacting the SAAS State Duty Manager on 1300 886 268 (out of hours).

3c   If the answer is '**NO**' to these questions, transport can be arranged through regular processes while following the precautionary measures described in this Protocol.

> **Note:**
> - staff that meet any of the above criteria should stay at home and seek medical advice; they should **not** be involved in transport.
>
> - to reduce risk and allow for physical distancing, consider the feasibility of **transporting clients separately** rather than together in one vehicle.

4   Ensure that the vehicle(s) and associated item(s) have been cleaned thoroughly.

- Ensure the vehicle has undergone an environmental disinfection clean, either after the most recent use, or if that did not occur (or if you do not know), prior to being used for this transport.

- Keys, fuel cards and similar items (if any, including child restraints) can be cleaned with detergent, or disinfectant or 70% alcohol wipes.

- Alcohol-based hand sanitiser, or wipes (disinfectant or 70% alcohol) should be made available within the vehicle.

- Clients should be offered and encouraged to wear a surgical mask if they have not supplied their own.

5   Ensure client(s) are made aware of, understand, and are comfortable with the extra precautionary measures that will be taken.

During transport – precautionary measures

- Ensure **physical distancing requirements** (maintaining 1.5 metres distance between people) are observed as much as possible.
  - With only 2 people involved, this may mean sitting in the back on the opposite side of the car from the driver.
  - With more people involved, consideration may be given to using a larger vehicle so as to better allow for physical distancing.
  - The density requirement (1 person per 2 square metres) does not apply.

- Avoid touching client(s), their luggage and their possessions.

- Use **hand sanitiser or wipes regularly**, including after opening and closing doors, disposing of rubbish, and accidental personal contact.

- Ensure **closed bins are available** in vehicles to enable the hygienic disposal of waste, e.g. used tissues, wipes etc, immediately after use.

- Ensure **air conditioning is set to external airflow** rather than to recirculation. Alternatively, you may choose to have the vehicle's windows open (where appropriate, not detrimental to health and wellbeing, and where this does not pose any risk).

- Practice **good hygiene** in line with health authorities' advice. This may include:

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- o covering coughs and sneezes with an elbow or a tissue
  - o disposing of tissues properly
  - o washing hands often with soap and water for at least 20 seconds, including before and after eating and after going to the toilet
  - o using alcohol-based hand sanitisers (at least 70% alcohol content)
  - o washing body, hair (including facial hair) and clothes thoroughly every day
  - o avoid touching your face
- All staff transporting clients must wear a mask.

After transport

- Unless vehicle is cleaned prior to each use, ensure vehicle is cleaned once returned.

- Where possible and practical, make efforts to leave several days between a vehicle being returned and the same vehicle going out again.

General advice on cleaning measures

- Vehicles should be cleaned thoroughly, particularly internally, with an emphasis on frequently touched surfaces. These include:
  - o Steering wheel
  - o Hand brake
  - o Seatbelts
  - o Door handles
  - o Other high-touch areas.

  Cleaners should wear gloves when cleaning.

- Regular cleaning of items and surfaces can be done with detergent, or disinfectant wipes, but not antibacterial wipes, as COVID-19 is a viral, not a bacterial, infection.

- 70% alcohol wipes may be a better option for smaller or electronic objects like car keys, as they are effective, but less wet, reducing the risk of damaging electronics.

- Prior to using any chemical, it is recommended to check with the chemical's manufacturer that the surfaces that are to be cleaned are compatible with the chemical to prevent voiding any warrantees or damaging the surface.

- **Note:** Specific advice for (cleaning) staff on the recommended cleaning products, methods and their preparation has been prepared by the Federal Department of Health and should be followed as much as possible.

  This is accessible on the Department's website under 'Resources', or via this link.

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Term	Definition
Vaccinated close contact	A vaccinated close contact includes someone who has had the following contact with a positive case of COVID-19, including 2 calendar days before the cases onset of symptoms:

- the vaccinated person has physical contact with a case (such as hugging, handshaking etc)

- the vaccinated person has between 1 – 15 min contact with a case at less than 1.5 meters distance when either or both the contact and case is not wearing a mask

- the vaccinated person has more than 1-minute contact with a case within an enclosed space that is less than 100m^2 and either or both the contact and case is not wearing a mask. The interior of a passenger car is well under this size of space.

- The vaccinated person has more than 1 hour contact with a case within an enclosed space that is less than 30m^2. The interior of a passenger car is well under this size of space.

Vaccinated close contacts are required to undergo 7 days of quarantine and be tested on days 1, 6 and 13. They must also follow the requirements detailed in Test, Trace, Isolate and Quarantine | SA Health

Unvaccinated Close contact

- An unvaccinated close contact includes someone who has had the following contact with a positive case of COVID-19, including 2 calendar days before the onset of the cases symptoms:

- the unvaccinated person has physical contact with a case (such as hugging, handshaking etc)

- the unvaccinated person has more than 1 minute contact at less than 1.5m

- the unvaccinated person spends more than 1 minute within an enclosed space that is less than 100m^2 and is more than 1.5m away from the case. The interior of a passenger car is well under this size of space.

- The unvaccinated person spends more than 1 hour within an enclosed space (including vehicles) of less than 30m^2 and is more than 1.5m away from the case. The interior of a passenger car is well under this size of space.

Unvaccinated close contacts are required to undergo 14 days of quarantine and be tested on days 1, 6 and 13. They must also follow the requirements detailed in Test, Trace, Isolate and Quarantine | SA Health

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DOCUMENT CONTROL

Version:	4.0	Approved by:	Dr Chris Lease
Date issued:	19 December 2021	Title:	Deputy Chief Public Health Officer
Date approved:	19 December 2021	Review date:	31 January 2021
Contact:	Dr Chris Lease, chris.lease@sa.gov.au, 0428 641 905		

To request transport by ambulance, complete the below form and email it and any attachments to sacovid19emt@eso.sa.gov.au. Your request will then be processed as soon as possible.

Note: this form was developed for use within the health system but can also be used by other agencies on behalf of their clients as and when appropriate.

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TRANSPORT ASSISTANCE REQUEST FORM

• Critical health workforce personnel • SA Pathology & blood transport services • Pharmacy goods and services to and across regional locations • Freight and other clinical equipment • Patient Transfer	Services that may use this transport assistance may be: • SA Health • Local Health Networks • SA Health procurement • SA Pharmacy • Rural community pharmacies

Requestor:			
Contact Name:		Contact No:	
Agency/Site Name:			
Request Type:	❑ Passenger Total #:_____	❑ Freight	Cost Code:

Passenger Type/Number: ❑ Medical Staff #: ❑ Other Passenger/#:		❑ Covid19 Patient (Positive) #: ❑ Covid19 Patient (Suspected) #: ❑ NON Covid19 Patient #:	
Name (as appears on licence):	**Contact No:**	**Home Address:**	
1.			
2.			
3.			
4.			
5.			
Additional names can be printed on an additional sheet: attached ❑			
Departure Location:		Departure Date/Time:	/ / : AM/PM
Required Arrival Location:		Arrival Date/Time:	/ / : AM/PM

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