













VIRGINIA DEPARTMENT OF
SOCIAL SERVICES



Tips and Best Practices for Transportation in Assisted Living Facilities

The Virginia Department of Health (VDH) recommends that long-term care facilities do not reopen until all residents and staff members receive a single baseline COVID-19 test. VDSS has compiled tips and best practices to reduce the spread of COVID-19. Each individual facility should make its decision based on an assessment of its own specific circumstances. This does not diminish the responsibility of assisted living facilities to safely provide care and services to residents and follow existing COVID-19 health and safety guidance.





General Guidance

-  Restrict transportation to COVID-19 negative and asymptomatic residents or residents meeting the criteria for [discontinuation of transmission-based precautions](#), unless medically necessary.
-  When transporting a COVID-19 positive or symptomatic resident, wear appropriate PPE including a face mask, gloves, a gown if physical contact will occur, and protective eyewear if no physical barrier (i.e. plexiglass) is between the driver and the resident.
-  Continue to use telehealth to the extent possible.
-  Consider the vehicle capacity for proper physical distancing when transporting multiple residents.
-  Individuals that assist passengers in and out of vehicles, including assisting with seat belts, wheelchairs, or passenger belongings, must use an alcohol-based hand rub between assisting residents.
-  Wash hands properly prior to boarding the transportation vehicle and upon return to the facility.
-  Remind residents to avoid touching any surfaces that may have been touched by the driver or other passengers (i.e. windows, door handles, door frames, grab bars, etc.).
-  Provide alcohol-based hand rub for residents to use immediately after using grab bars, door handles, etc. for stability upon entering and exiting the vehicle.
-  All transportation drivers should wear a face covering or face mask at all times.
-  All residents must wear a face covering or face mask at all times unless medically contraindicated.



Medically Necessary Transportation

-  Continue to avoid transportation of residents unless medically necessary.
-  Residents that frequently attend medically necessary appointments (i.e. dialysis) should stay in a private room, if feasible. If a private room is not feasible, use accommodations for physical barriers such as curtains to separate roommates.

Facility Transportation Services

-  Clean and sanitize the interior of vehicles with an EPA-registered agent prior to and immediately after transportation.
-  Avoid transporting multiple residents at one time.
-  Implement steps to support physical distancing, such marking off seats with tape or other marking products, and providing other visual signals for residents if multiple residents must be transported.
-  If multiple residents must be transported at the same time, maintain a log of residents transported, date of travel, and name of driver in case contact tracing is required at a later date.




External Transportation Services

-  Ensure through the transportation vendor that the driver is being screened and monitored for symptoms on a daily basis.
-  The facility should share with the driver if he or she is transporting a COVID-19 positive or symptomatic resident.

VIRGINIA DEPARTMENT OF
SOCIAL SERVICES

Tips and Best Practices for Transportation in Assisted Living Facilities

External Transportation Services cont.

-  The facility should obtain the transportation vendor's protocols regarding infection control for cleaning and sanitizing the vehicle prior to and immediately after transportation services.
-  Touch points should be cleaned and disinfected using an EPA-registered agent immediately upon completion of the transportation.
-  Maintain a log of residents using external transportation services, including resident name, date of travel, transportation vendor used, and name of driver in case contact tracing is required at a later date.

Additional Resources:

- [Protect Yourself When Using Transportation](#)
- [Cleaning and Disinfection for Non-emergency Transport Vehicles](#)
- [Preventing COVID-19 Spread During Patient Transport](#)
- [VDH Nursing Home Reopening Guidance](#)
- [Nursing Home Reopening Guidance FAQs](#)
- [VDH Cleaning and Disinfection Tips for COVID-19](#)
- [List N: Disinfectants for Use Against SARS-CoV-2 \(COVID-19\)](#)
- [CMS Nursing Home Reopening Recommendations \(5/18/2020\)](#)

Contact your licensing inspector if additional guidance is needed.