



DRIVING MISS DAISY COVID-19 (Coronavirus) POLICY (March 2020)

Overview

Driving Miss Daisy, as a national organisation servicing the needs of our elderly and disabled clients, is continuously looking for ways to enhance our “Best Practice” and better service the needs of our clients in any way we can. Being aware of any viruses that we experience each year, such as Influenza in its many strains, and exercising the highest standards of cleanliness, hygiene and behaviour to avoid where ever possible and to prevent inadvertent spread of viruses, is “normal daily practice” of our Driving Miss Daisy franchise owners and their driver teams.

COVID-19 (Coronavirus)

We at Driving Miss Daisy are constantly aware of the existence of any potential pandemic and will continually monitor this carefully through local and international ministries of health, such as the World Health Organisation and act accordingly based on the advice and factual information provided.

Recommendations to Franchise owners and their staff

Driving Miss Daisy is recognised by its clients and numerous organisations we work with, as providing the highest level of service, with exceptional vehicle presentation at all times, including cleanliness and constant awareness of the need for hygienic practices. In addition to these standard expectations, we now require the following activities to be implemented by all franchise owners and their employees until we have a better understanding of the possible effects and spread of COVID-19 (Coronavirus) within our country:

1. Be more vigilant than ever about washing your hands, or using hand sanitisers provided in many hospitals, medical centres, retirement villages, businesses etc. Always do this between clients.
2. Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitiser that contains at least 60% alcohol if possible. Have hand sanitisers in your vehicles for your own and your clients use as required. The MOH recommendations: <https://www.health.govt.nz/your-health/healthy-living/good-hygiene/hand-washing>
3. Take extra steps to clean and disinfect (with alcohol or hypochlorite wipes or solutions) frequently touched objects and surfaces in cars, especially door handles and seats between different clients.
4. People with pre-existing respiratory conditions such as asthma or heart disease are at greater risk. Practise mindful coughing and sneezing into tissues or into the corner of your arm in the presence of clients and general public, particularly older clients and younger children.
5. Consciously avoid putting your hands to your face and mouth where possible and particularly after being in public places.

6. If one of your employees or clients is suspected to have COVID-19, they need to seek urgent treatment by following the Ministry of Health's guidelines – such as calling ahead, not turning up at hospitals or medical centres unannounced. You should also advise anyone that the employee has had close contact with, to seek medical assistance or self-isolate and monitor their health.
7. Maintaining good communications with your drivers and staff about the processes that are in place, and what they need to be notifying you about, is key to managing outbreaks such as COVID-19. You should also be aware that some employees may be experiencing elevated feelings of stress and anxiety, which make the communication of processes all the more important.
8. If one of your employees contracts COVID-19 (or is otherwise unwell), or if they have a dependant that requires care for COVID-19 or some other illness, then they are entitled to sick leave. If no sick leave entitlement is available, they may be entitled to annual holidays – both in accordance with the standard parameters for dealing with illness and sick leave.
9. Should an outbreak of Covid-19 (Coronavirus) be confirmed in your territory, report this to Head Office.
10. When it comes to health and safety, as an employer you need to ensure potentially infected employees remain at home until they no longer exhibit symptoms. The New Zealand Government and its ministries see this as a major component of preventing further spread of disease and is best practice for any event such as COVID-19.
11. Doctors say close contact with people is required to spread the COVID-19 virus, so exercise general precautions where you can and avoid close contact with people in public places within reason and do the same with your clients.
12. Reports from medical authorities indicate that COVID-19 may well in fact be less lethal to most people than our common influenzas. Driving Miss Daisy therefore recommend franchise owners and their clients continue to enjoy life as normal, while simply adding extra precautions that often make good common sense anyway.
13. As the COVID-19 situation continues to evolve, much of what we've discussed above will likely change. Head Office will keep you and your employees updated on the changes, and processes and decisions required if any.

Further advice should be sought from the Ministry of Health which be access on the following link <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

Driving Miss Daisy NZ Limited