



DRIVING MISS DAISY COVID-19 POLICY (Version 12, Alert Level 1)

18th November 2020

Overview

Driving Miss Daisy is a national organisation servicing the needs of our elderly and potentially vulnerable clients, we are continuously looking for ways to enhance our “Best Practice” and better service the needs of our clients in any way we can.

All Franchise owners and their Drivers exercise the highest standards of cleanliness, hygiene and infection control behaviour to avoid wherever possible the spread of a communicable disease. Our commitment during the annual influenza season to vaccination, hand sanitisation and car cleaning are some excellent examples of our current practices and we have a recommendation that all our drivers personally have the flu vaccine, to again better protect themselves and our clients.

COVID-19

The COVID-19 pandemic is a serious and concerning event for our country. We at Driving Miss Daisy are keeping a careful watch on the situation, which is changing daily. We will act upon the advice and direction of our Government and Ministries to take any operational changes needed to protect our clients, drivers and community.

Recommendations to Franchise owners and their staff

COVID-19 is still out there – Play it safe. 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 and contact tracing.

The following protocols are practised by Driving Miss Daisy:

1. We are more vigilant than ever about washing our hands, or constantly using **hand sanitisers** provided in our cars, hospitals, medical centres, retirement villages, businesses etc.
2. We wash our hands often with soap and water for at least 20 seconds. If soap and water are not available, we use an alcohol-based hand sanitiser that contains at least 60% alcohol. There is hand sanitiser in our vehicles for our own and our clients use as required. The MOH recommendations:

<https://www.health.govt.nz/your-health/healthy-living/good-hygiene/hand-washing>

3. We take extra steps to **clean and disinfect** (with alcohol or hypochlorite/bleach wipes or solutions) frequently touched objects and **surfaces in cars**, especially door handles, seat belts and seats between different clients.

4. People with pre-existing respiratory conditions such as asthma, heart disease or are immune compromised, are at greater risk. Therefore, **we practise mindful coughing and sneezing etiquette at all times, by using either a tissue** or the inside of our elbow. This is especially important in the presence of clients and general public, particularly older clients, vulnerable people and younger children.
5. We consciously avoid putting our hands to our face and mouth where possible and particularly after being in public places.
6. In Auckland, every Franchise owner and their drivers must legally wear **Facemasks** while interacting with clients. Passengers 12 years old or older are encouraged to wear **Facemasks**.
7. At Alert Level 1, there is still a risk of COVID-19 returning to the community. We encourage everyone outside of the Auckland region to wear **Facemasks** while interacting with clients.
8. The QR code poster is displayed in all vehicles and we follow the MOH **Contact Tracing** process. Additionally, we carry manual contact tracing forms approved by the MOH should a client not have the smart phone app.
9. If the situation arises most Franchise owners/drivers have access to PPE and will use this accordingly as advised by the DHB professionals or the MOH.
10. Should any driver be suspected of having, or have COVID-19, or there be an outbreak of COVID-19 confirmed in a Franchise Territory, the Business Owner will report this to Head Office. They will be advised of the protocol from here which is directed from the Ministry of Health.
11. All Franchise owners and drivers keep track of all clients that they transport and anyone who they have close interaction with (medical professionals, workers, contractors or customers etc).
12. If one of our Franchise owners, employees or clients is suspected of having COVID-19, they are required to seek urgent treatment, (including testing) by following the Ministry of Health's (MOH) guidelines – such as calling ahead and not turning up at hospitals or medical centres unannounced. This includes providing the necessary information of any 'close contacts' they have had over the previous 14 days, as advised by the MOH.
13. All drivers are advised, should they show signs of any virus, to 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.
14. If one of our Franchise owners or a Driver 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.

15. All our drivers are police vetted, this includes a Children/Youth/Elderly and Vulnerable Adult check. In addition, this enables our drivers to offer a secure pick up/drop off service for medical prescriptions.

16. Driving Miss Daisy Head Office will always keep our Franchise owners and Drivers updated on the changes, processes and decisions as required.

Further advice is always available from the Ministry of Health which we access on the following links:

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-health-advice-general-public/about-covid-19>

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