

## COVID-19: General Guidance for Vehicle Operators

*This document provides general guidance and safety precautions to help non-emergency vehicle operators protect themselves and their passengers, and to help slow the spread of COVID-19. Medical facility contractors who provide transport for patients should follow their company's guidelines.*

### Keep in mind these four core actions to prevent COVID-19 transmission:

- **Stay home if sick.**
  - Monitor your health closely for COVID-19 symptoms, such as cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat or new loss of taste or smell. This list is not all inclusive. Other less common symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting or diarrhea. Older adults may show confusion or disorientation, and experience falls.
  - Get tested for COVID-19 at no cost to you. Visit [nyc.gov/covidtest](https://nyc.gov/covidtest) to find a testing site.
  - If you had or may have had COVID-19, stay home until **all** of the following are true:
    - It has been at least 14 days since your symptoms started or, if no symptoms develop, 14 days after your first positive test
    - You have not had a fever for the last three days without using fever-reducing drugs, such as Tylenol or ibuprofen
    - Your overall health has improved
  - Some workers who had or may have COVID-19 must wait longer before returning to work based on New York State (NYS) requirements.
  
- **Maintain physical distancing.**
  - Keep at least 6 feet of distance between yourself and others whenever possible.
  - Ask passengers to sit in the back of the vehicle to create physical distance. If the vehicle has a partition, close the partition before picking up passengers. If the vehicle does not have a partition, consider putting up a clear plastic barrier between the front and back of the vehicle. **The barrier should not affect rear view mirror visibility.** For vehicles licensed by the Taxi and Limousine Commission (TLC), drivers should follow TLC guidance on partition installation.
  - Only transport passengers who are in the same party. Group rides (also known as shared or pooled rides) are not permitted (except for paratransit vehicles).
  - Use the vehicle's vents to bring in fresh outside air and lower the windows. Avoid using the recirculated air option.
  
- **Wear a face covering.**
  - Wear a face covering. NYS Executive Order 202.18 requires drivers to wear a face covering when transporting passengers. All passengers over the age of two who can medically tolerate it must also wear a face covering. For more information on face coverings, visit [nyc.gov/health/coronavirus](https://nyc.gov/health/coronavirus) and look for [FAQ About Face Coverings](#).

- **Practice healthy personal hygiene.**
  - Wash hands often with soap and water for at least 20 seconds, especially after you handle money or a passenger’s bags, use the bathroom, blow your nose, cough or sneeze. Use an alcohol-based hand sanitizer if soap and water are not available.
  - Cover your mouth and nose with a tissue or your arm when sneezing or coughing; do not use your hands.
  - Have tissues and hand sanitizer available in your vehicle for passengers.
  - Encourage touchless payment options. Minimize the handling of cash and credit cards.
  - **Do not** touch your eyes, nose and mouth with unwashed hands.
  - **Do not** shake hands or offer bottled water, gum or other items to passengers.
  
- **Clean and disinfect your vehicle routinely.**
  - Pay special attention to surfaces and objects that are touched often by passengers, such as door handles, window buttons, locks, payment machines, arm rests, seat cushions, buckles and seatbelts. Wipe down surfaces you frequently touch, such as the steering wheel, radio buttons, turn indicators and cup holders.
  - Remove visible dirt and grime first. Then use a regular disinfectant product (for example, bleach, peroxide or alcohol-based multi-purpose products) that is appropriate for the surface to remove germs. Disinfectants are the most effective on clean surfaces. Read and follow the labels on the cleaning and disinfectant products.
  - Wear disposable gloves and any other appropriate protective gear when cleaning and disinfecting. Throw gloves in the trash after use, and wash hands with soap and water or use an alcohol-based hand sanitizer if soap and water are not available.
  - Keep the vehicle doors open while cleaning and disinfecting.
  - Wait until all surfaces have dried before accepting passengers.
  - For additional information about cleaning and disinfecting, visit [nyc.gov/health/coronavirus](https://www.nyc.gov/health/coronavirus) and look for [General Guidance for Cleaning and Disinfection for Non-Health Care Settings](#) on the [Guidance for Businesses](#) page.

**Separate facts from fear and guard against stigma**

- The outbreak is no excuse to spread racism and discrimination. It is illegal to discriminate against passengers or prospective passengers due to race, nation of origin or other identities.
- If you are being harassed or discriminated against due to your race, nation of origin or other identities, contact the NYC Commission on Human Rights by calling **311** and saying “human rights,” or by visiting [nyc.gov/cchr](https://www.nyc.gov/cchr) and clicking on “Report Discrimination.”

**Take care of yourself and your family**

- **App library at [nyc.gov/nycwell](https://www.nyc.gov/nycwell):** Online health and emotional well-being tools.
- **NYC Well:** Free mental health support, available 24/7 for brief counseling and referrals. Call 888-NYC-WELL (888-692-9355), text "WELL" to 65173 or chat online at [nyc.gov/nycwell](https://www.nyc.gov/nycwell).
- **NYS COVID-19 Emotional Support Helpline:** Trained professionals who are there to listen, support and refer to care if needed. Call 844-863-9314 between 8 a.m. and 10 p.m. on any day of the week.
- **NYC Health + Hospitals:** Provide care to New Yorkers, regardless of immigration status or ability to pay. Call 844-NYC-4NYC (844-692-4692) or **311**.

**Stay informed**

- Visit [nyc.gov/health/coronavirus](https://nyc.gov/health/coronavirus) for COVID-19 information.
- For real-time updates, text "COVID" to 692-692. Message and data rates may apply.
- Post information for passengers in the back seat. Visit [nyc.gov/health/coronavirus](https://nyc.gov/health/coronavirus) for posters and flyers.
- For additional guidance on Reopening NYC, visit [nyc.gov/health/coronavirus](https://nyc.gov/health/coronavirus) and go to the [Guidance for Businesses](#) page.

**The NYC Health Department may change recommendations as the situation evolves.**

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