

Information for passengers of the Asylum Seekers Community Transport Scheme

Coronavirus has brought about many changes for our organisation and the way we deliver services in our community. To help ensure the safety of both you and our team, we've put in place a number of measures which are designed to keep us all as safe as possible.

To protect your safety, we have:

1. Conducted a risk assessment to help us identify the hazards created by the COVID-19 virus, and how we will work to manage and control these.
2. Cleaned touch points in our vehicles to a high standard, including handles and doors.
3. Made sure our drivers are symptom-free, wearing appropriate protective equipment, and are cleaning their hands regularly.
4. Planned the seating in our vehicles for passengers to always occupy the rear passenger seat first. A second person should also sit in the rear seat with a maximum of 2 passengers at any time (if from the same household).
5. Trained our drivers in the recommended cleaning and hygiene standards.
6. Arranged to keep our vehicles well ventilated.
7. Undertaken that we will not carry more passengers than is safe on any one journey.

We ask that you:

- Consider other alternatives to access services e.g. delivery options, before you make a booking. Please note: Government guidance states that only 'essential journeys' should be made using this service. We are only doing deliveries of food/goods or taking people to medical appointments.
- Understand that we need to ask about your health and situation.
- Do not attempt to travel if you or anyone in your household has any symptoms of COVID-19, including a higher than normal temperature, new continuous cough, and/or loss of taste/smell.
- Wear a face covering unless you are medically unable to.
- Use the provided (or your own) hand sanitiser when boarding the vehicle.
- Let us know if you need any assistance with your journey when you book.
 - If you need additional support, including getting on/off the vehicle, fastening your seatbelt or carrying shopping, we are happy to transport someone else from your household to give you this assistance if they are also symptom free.
- Maintain as much distance as possible from the driver.

Thank you for your cooperation.