

COVID-19 INFORMATION

GUIDANCE FOR CHARTERED TOUR BUSES, MULTI-CITY BUSES AND PASSENGER TRAINS

Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the [COVID-19 General Relaunch Guidance](#), this guidance, and any other applicable Alberta Health guidance found at [Alberta.ca/BizConnect](https://alberta.ca/BizConnect)

This document has been developed to support tour bus, multi-city buses and passenger train operators in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention and control measures, specific to this setting.

This document and the guidance within it is subject to change and will be updates as needed. Current information related to COVID-19 can be found at [Alberta.ca/covid19](https://alberta.ca/covid19).

COVID-19 Risk Mitigation

General	<ul style="list-style-type: none">• Provide hand sanitizer containing at least 60% alcohol for staff and passenger use in the station and vehicles and encourage passengers to sanitize their hands before and after boarding.• Consider providing facial tissues for staff and passenger use to promote respiratory (coughing and sneezing) etiquette.• Use contactless payment and avoid cash payments where possible.• Provide adequate and conveniently located no-touch garbage receptacles and advise passengers to put all garbage in the receptacles.• Airflow in the bus or train should not be set to the recirculating setting. Open windows when practical.• The Guidance for Restaurants, Cafes, Pubs and Bars applies to any related dining services.<ul style="list-style-type: none">○ Any other food or drinks provided should be pre-packaged and provided directly to passengers (not self-service).
Bus and Train Stations	<ul style="list-style-type: none">• Remove communal items that cannot be easily cleaned, such as brochures, newspapers and magazines.• Provide access to washrooms with handwashing facilities for staff and passengers to use before boarding the vehicle and encourage all passengers to use them before starting the trip.• Enhance cleaning of onboard washroom facilities.

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	<ul style="list-style-type: none">• Consider measures to space out passengers waiting to use the washroom, such as floor decals or asking that only one passenger at a time wait outside the washroom.• Encourage patrons to allow for sufficient time before and after the trip to load or unload their luggage and use the washrooms.• Limit the number of people in washrooms and elevators (where applicable) to enable physical distancing.<ul style="list-style-type: none">○ Use tape or other markings to identify 2-metre distances where line-ups typically occur.• Post signage in clearly visible locations of the station and within vehicles outlining:<ul style="list-style-type: none">○ physical distancing (e.g., stay in your assigned seat, follow directions from staff for boarding/deboarding),○ how to notify staff if symptoms develop during the trip,○ hand hygiene,○ coughing and sneezing etiquette, and○ cleaning and disinfecting practices.
Passengers	<ul style="list-style-type: none">• Maintain a list of passengers and contact information for 2 weeks to support contact tracing.<ul style="list-style-type: none">○ An organization must make reasonable security arrangements to protect the personal information.○ Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose, unless an individual provides their consent○ For more information, the Office of the Information and Privacy Commissioner has released Pandemic FAQ: Customer Lists about collecting personal information from customers during the COVID-19 pandemic.• Remind passengers to perform a health check questionnaire before boarding.• Advise passengers at the time of both booking and boarding that they cannot board if they are experiencing symptoms including cough, fever, shortness of breath, runny nose or sore throat that are not related to a pre-existing illness or health condition, or are otherwise required to isolate or quarantine.<ul style="list-style-type: none">○ Passengers must follow national and provincial travel advisories and orders, including isolation and quarantine requirements.○ Consider adjusting or waiving cancellation fees for clients who cancel due to quarantine, isolation or illness.• Passengers should be encouraged to wear non-medical masks.

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Physical Distancing	<ul style="list-style-type: none">• Reduce bus capacity to allow physical distancing of 2 metres between passengers that are not members of the same household.<ul style="list-style-type: none">○ Consider how seating will need to be arranged to maintain distancing between parties. For example, leave empty seats between groups, alternate rows of occupied seats, or erect barriers between rows.○ Require passengers to book trips in advance to control capacity.• Advise passengers to:<ul style="list-style-type: none">○ sit in the same seat throughout the trip,○ stay in their seats as much as possible between stops,○ maintain physical distancing at all times, both on and off the vehicle, and○ avoid using washrooms in the vehicle unless absolutely necessary.• Lineups to enter/exit the vehicle should be monitored for physical distancing.<ul style="list-style-type: none">○ Advise passengers to enter the vehicle in a specific order; starting with those seated in the back seats. Passengers should proceed directly to their assigned seat.○ Passengers exiting from the vehicle should start from the front seats.○ Allow passengers to enter, exit, load and collect belongings without assistance, where possible.• Consider installing a physical barrier, such as an acrylic sheet, between the driver and passengers and/or have staff exit the vehicle first and enter last to enable distancing from passengers.
Cleaning and Disinfection	<ul style="list-style-type: none">• Increase cleaning and disinfecting of high-touch surfaces in stations and vehicles including door handles, railings, elevator buttons, vending machines, payment devices, storage compartment doors, seat tops and in washrooms.• Thoroughly clean and disinfect all touch surfaces in the vehicle between tour groups, including those listed above and in the seating areas (e.g., arm rests, seat belt clasps, tray tables, seat backs).• Schedule time between trips for cleaning and disinfecting procedures.• Maintain cleaning logs and an inventory of supplies.• Respond immediately to sanitation concerns.
Staff	<ul style="list-style-type: none">• Self-monitor for symptoms of cough, fever, shortness of breath, runny nose or sore throat and follow the Rapid Response Plan if symptoms develop.• Ensure staff have access to hand washing facilities and/or hand sanitizer as required and practice hand hygiene frequently.• Staff are strongly encouraged to wear non-medical masks.

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	<ul style="list-style-type: none">• Operators should launder clothes between shifts.
Rapid Response to Illness	<ul style="list-style-type: none">• Develop a Rapid Response Plan (see Workplace Guidance for Business Owners) with procedures for responding when a staff member or passenger develops symptoms during a trip including:<ul style="list-style-type: none">○ Advise staff and passengers to self-monitor for symptoms and notify a staff member if they develop symptoms.○ Have a supply of procedural/surgical face masks to provide to those experiencing symptoms.○ Identify the contact number of all local health authorities that the trip will be passing through and procedures for notifying the local health authority if someone develops symptoms. If a person develops symptoms in Alberta or within 48 hours of leaving Alberta, call 811.○ Outline procedures for relieving essential staff (e.g., drivers) who develop symptoms.○ Outline procedures for isolating the ill individual from all others and transporting that individual to a safe location for isolation.○ Outline procedures for cleaning and disinfecting all areas accessed by the ill person.