



**Chariot continues to monitor developments related to COVID-19 (coronavirus). We are taking proactive measures to protect the health and well-being of our staff, volunteers, and our clients as we continue to provide transportation to our neighbors in Travis, Hays and Bastrop Counties.**

The demand for medical, grocery, and other errand transportation needs continues to increase. Along with our volunteer driver team, we continue to support our clients with backup of paid drivers and 3rd party services.

### **COVID-19 Protocols for Clients**

1. **Clients experiencing COVID-19 symptoms can not participate in a Chariot ride.** Clients should contact the office immediately. COVID-19 symptoms may include fever (100 degrees or greater), cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, loss of taste or smell, or diarrhea.
2. A client who has been diagnosed with COVID-19, or been in close contact with someone who has been diagnosed with COVID-19, should contact the office immediately. Close contact means (a) being within about 6 feet for at least 15 minutes, (b) having direct contact with infectious secretions (for example being coughed on).
3. Chariot will maintain confidentiality of client/volunteer health information. However, volunteers and/or employees who may have been exposed will be notified to watch for symptoms without divulging the source and seek medical treatment if necessary.
4. Prior to entering the car of the volunteer or staff, the client should wash his or her hands thoroughly with soap, preferably antibacterial soap, for at least 20 seconds.
5. When possible, we are recommending volunteers should not use recirculated air options for ventilation while transporting clients. They should use the car's vents to bring in fresh outside air and/or lower the vehicle's windows.
6. Masks/Face coverings that cover both the nose and the mouth are recommended for clients during any transportation provided by Chariot.
7. If you feel uncomfortable riding with a volunteer or employee because they are exhibiting symptoms consistent with COVID-19, call the office immediately.

If you have any questions regarding any of the above rules or if you believe an exemption from any rule, please contact the office at 512-445-5552 or [services@chariot.org](mailto:services@chariot.org).