

SECTION 4 – HEALTH INCIDENT PROCEDURES

FIXED ROUTE

4.1 BLOOD BORNE PATHOGENS

- Whenever a Coach Operator has a passenger injury that results in the release of blood on their vehicle, they are to immediately notify the on-duty supervisor.
- The Coach Operator is to give their location and a brief description of the problem and amount of blood.
- If needed, an ambulance will be sent to the location.
- The Coach Operator's vehicle will be replaced and the maintenance staff will take the soiled vehicle and clean up the blood. In the event that there is no other vehicle to replace the soiled one, maintenance will come to the vehicle and clean up the blood spill.
- The Coach Operator will not attempt to clean up blood. If the Coach Operator has access to paper towels, the paper towel may be placed over the blood spill.
- The Coach Operator is not to come into contact with the blood.
- The Coach Operator is not to let passengers step on the blood spill. They must wait for maintenance to clean up the spill before allowing passengers to board or alight from the vehicle.
- From the first aid kit on the vehicle, the Coach Operator should offer bandages or gauze pads to the injured passenger, for them to apply to help stop the bleeding. The Coach Operator is not to attempt to apply any bandages themselves.
- The Coach Operator is not to allow a customer to board their vehicle if that person is bleeding. The Coach Operator is to call the on-duty supervisor if they are not sure about boarding that individual.
- Coach Operators are to complete an incident report within the given time frame.

4.2 ILL PASSENGERS

Should a person become ill on the bus or demonstrate other behavior or actions posing a potential medical emergency, Coach Operators are to do as follows:

- Assess the situation - look for signs that medical attention may be warranted. The Coach Operator may safely pull the bus to the side of the road to ask the person if they need medical attention. If the Coach Operator finds that immediate medical attention is needed, they are to contact the on-duty supervisor and advise them of the situation and their location and to have them call 911.
- Should emergency services be needed, the Coach Operator is to wait patiently for the emergency medical staff to take the person off the bus before proceeding. Once the ill passenger is off the bus, the Coach Operator is to then contact the on-duty supervisor for further instruction.
- Coach Operators are to complete an incident report within the given timeframe.

4.3 INTOXICATED PASSENGERS

Coach Operators are to transport passengers who are under the influence of medication, alcohol or who appear to be in an altered state as long as they abide by the BC Transit rules of passenger conduct. If the passenger becomes belligerent or non-responsive, the Coach Operator is to safely pull the bus to the side of the road and contact the on-duty supervisor for further instructions. If the on-duty supervisor is not available, the Coach Operator is to contact the garage. Coach Operators are to complete an incident report within the given timeframe.

4.4 BODILY FLUIDS

Stool, blood and other bodily fluids may contain pathogens or harbor disease potentially posing a health hazard for other passengers and the Coach Operator. Coach Operators are to make efforts to assess these risks prior to boarding passenger(s). Should a Coach Operator observe any signs of stool, blood, or other bodily fluids prior to a passenger boarding that operator may deny that passenger a ride due to health hazard(s). If a passenger releases stool, blood or other bodily fluids after being boarded, the driver is to assess the situation, instruct other passengers to stay away from the health hazard, contact the on-duty managerial staff. Management will either send maintenance to clean the bio-hazard or deliver another bus.