**Client Screening Protocol**

As part of its protocols in response to COVID-19, SAT is implementing a Client Screening Protocol to help ensure the safety of all clients and staff. This protocol has been established as guidance based on current available scientific evidence and expert opinion and is subject to change as new information on transmissibility and epidemiology becomes available. It has been put in place to help ensure your safety.

Dispatch is implementing the following screening procedures when booking rides:

* asking clients if they have travelled outside of Nova Scotia within the last 14 days, or come into close contact with anyone who has
* asking clients if they, or anyone they have had close contact with, has received a positive test result for COVID-19 and not had two separate negative tests
* asking clients if they, or anyone with whom they have had close contact, are experiencing, or have experienced in the last 14 days, any symptoms like those for the COVID-19 virus or are showing any other signs of illness
* advising clients they cannot book a ride if they have symptoms like those for the COVID-19 virus
* advising clients they are required to wear a non-medical mask when traveling with SAT
* asking clients if they have allergies to cleaning products

**Intake Questions**

Do you have any of the following?

* Fever, chills or sweats
* Cough or worsening previous cough
* Sore throat
* Headache
* Shortness of breath
* Sneezing, nasal congestion or runny nose
* Muscle aches
* Hoarse voice
* Diarrhea
* Unusual fatigue
* Loss of sense of smell or taste
* Red, purple or blueish lesions on feet, toes or fingers
* Allergies to cleaning products

 If you have any of the above symptoms SAT has the right to refuse service. You will be asked the same questions again on pickup, given a non-medical mask (if required), be asked to sign a waiver stating you will wear a non-medical mask at all times while in a SAT vehicle and do not have any of the listed symptoms, and acknowledging that SAT will not be held responsible if you contract or transmit COVID-19 as a result of using our service.

SAT drivers will be cleaning the vehicles before and after each client in accordance with established protocols.