



Student Transportation Safety Plan For Call Center during Curriculum Delivery

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PURPOSE: To prevent potential exposure of COVID-19. To safely support District operations during the emergency closure. To address call center safety while supporting Delivery of Student Curriculum/Equipment.

SCOPE: This procedure will address personal protection practices and procedures during support for student delivery.

INSTRUCTIONS:

All call center employees in student transportation must:

1. Follow Federal, State and District procedures for safe office and transportation operations
2. Notify a supervisor if they are feeling sick or if they believe they have been exposed to the COVID-19 virus.
3. Disinfect computers, keyboards, phones, and desks prior to usage.
4. Wear face coverings and maintain social distancing with other employees while at work. Use protective latex gloves. Change protective gloves after touching surfaces that are not disinfected.
5. Disinfect computers, keyboards, phones, and desks after usage. Properly dispose of gloves and disinfecting items.
6. Call center is assigned to a cubicle and each cubicle will be a single person work zone. Maintain minimum social distancing at all times. At no time should there be more than 10 people on duty in the building.
7. Call center will be onsite to make outbound phone calls to Parents/Guardians for upcoming deliveries.
 - a. Contacting Parents of Planned Deliveries 48hr in advance to verify they will be available to accept the delivery.
 - b. Help contact Parents/Guardians of deliveries being performed the day of, if drivers are having issues making contact.
 - c. Update Tracking Sheet for deliveries scheduled.

MONITORING:

1. Supervisors (Patrick Fukuoka) should ensure that employees are wearing face coverings, gloves, disinfecting shared tools and using social distancing.
2. Take corrective action as necessary.
3. Check and stock face coverings, gloves, essential cleaning and disinfecting supplies as needed.



4. Only 3 or less employees will need to be onsite for Delivering Shipments.
Dispatch/Radio + 1-2 call center.

CORRECTIVE ACTION:

1. Retrain any transportation employee found not following the procedures in this Safety Plan.
2. Assess fellow employees for signs of illness and report immediately to the Transportation Manager.

QUESTIONS AND CONCERNS

Please direct any questions or concerns regarding the District's social-distancing protocols to Joe Crelier, Director of Risk Management, at staysafe@pps.net.