

# COVID-19 Coronavirus

## PUBLIC TRANSPORT OPERATORS

### ILL PASSENGER / STAFF GUIDELINES

These guidelines have been developed to outline the recommended procedures for network operators in order to protect both staff and passengers from the coronavirus (COVID-19) pandemic.

**Suspected case: A customer becomes unwell while travelling on the network and it is suspected that they have coronavirus (COVID-19).**

Operators are using existing passenger protocols that have been modified for coronavirus (COVID-19) to manage cases. The priority for all operators is to remove passengers from the train/tram/bus.

The general process to be followed upon notification of an ill passenger is outlined below:

- Approach the passenger and provide assistance. If they are capable, carefully take the passenger off the train/tram/bus and away from other passengers to an open space or medical room.
- Ask the passenger their symptoms and assess against DHHS coronavirus (COVID-19) case definition e.g. demonstrating flu-like symptoms (coughing, sneezing or fever). Ask the passenger if they have recently travelled overseas or if they've been in close contact with anyone who has been overseas and returned with flu-like symptoms or a confirmed of coronavirus (COVID-19)
- If the passenger is not demonstrating any flu-like symptoms, follow existing standard protocols.
- If the passenger is demonstrating flu-like symptoms and/or aligns with the DHHS case definition, minimise any close contact. Ask the passenger to consider wearing a surgical mask if one is available. The passenger should be handed the mask to put on themselves. The First Aid

provider should not attempt to place the mask on the passenger.

- If the passenger is not able to leave train/tram/bus, remove the other passengers and arrange alternative transport.
- Call triple zero (000) for an ambulance. They will undertake a screening in line with their protocols. Inform the relevant Operations Centre.
- If it is a suspected case of coronavirus (COVID-19), advise the passengers who have left the train/tram/bus to call the dedicated coronavirus (COVID-19) hotline (1800 675 398) for assistance and tell them to distance themselves from other passengers as much as possible.
- Advise ambulance services and DHHS of the service that the ill person was travelling on.
- Record the name of any employee who came into contact with the ill passenger.
- Any employee who has remained in contact with an unwell passenger must return to the depot or other facilities to undertake hygiene practices for their welfare.
- Following hygiene practices, staff can return to work.

**Confirmed case: A customer who has recently travelled on the network is confirmed or very likely to have coronavirus (COVID-19).**

DHHS will advise DoT/operators of confirmed cases where there is a risk of further transmission because of their travel on public transport, or to assist in identifying close contacts.

This will only occur for confirmed cases.

The operator will immediately contact the staff members who were in immediate contact with the ill passenger and advise them to seek urgent

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medical advice as well as provide them with support services.

The employee will remain unavailable for work until a medical practitioner issues a certificate to say they were symptom-free upon assessment. Close contacts will be asked to self-quarantine until advised otherwise. Medical clearance or testing is not required if you have not had any symptoms of coronavirus (COVID-19) during your 14 days of self-quarantine.

[Click here](#) for further information.

As soon as possible, the operator will remove the rolling stock from service for decontamination and cleaning before it can return to service. See Federal Government coronavirus (COVID-19) Environment cleaning advice.

In consultation with DHHS, confirm the services used by the passenger if possible. Provide DHHS with any service information required.

If required, the operator and DoT will assist DHHS with tracing passengers who were potentially exposed to the virus.

#### **Personal health: You are ill or suspect you have coronavirus (COVID-19).**

If you have a fever or were exposed to someone with a likely or confirmed case of coronavirus (COVID-19), follow the procedure outlined below:

1. [Undertake a self-assessment for risk of coronavirus \(COVID-19\).](#)
2. Self-isolate at home or away from other people. Do not go to work.
3. Contact your doctor or the coronavirus (COVID-19) hotline on 1800 675 398 for advice.
4. Contact your manager and advise you are unwell and have sought medical advice.
5. Continue with your self-isolation and personal hygiene measures e.g. wash your

hands frequently and avoid touching your face.

6. Confirm with your manager if you have been confirmed positive to coronavirus (COVID-19).
7. [Apply the transmission reduction measures.](#)
8. Even if you aren't confirmed as positive for coronavirus (COVID-19), remain at home for at least 14 days to see if symptoms develop. If they do, go to Step 3 and work through the steps again.
9. If you have been confirmed as positive to coronavirus (COVID-19), self-isolate for at least 14 days and seek medical clearance before returning to work.
10. DHHS will contact close contacts and provide them with [this advice](#). Their management is quite different to anyone that is symptomatic as per 11 below.
11. Anyone with a fever and/or symptoms of acute respiratory illness should not attend work. Whether they can be tested or not depends on the case definition at the time. They should be referred to the self-assessment and/or the hotline and/or their treating GP.

**Information current as of 14 April, 2020**

**For further information, please contact:**

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