



## **A' Star Driver Training O/A Young Drivers of Canada**

### **Standard Operating Procedures – COVID-19 Re-Opening Plan**

Release date - June 17, 2020 v.1

A Star Driver Training O/A Young Drivers of Canada (Young Drivers) is focused on keeping our employees, customers, students and anyone visiting our premises (including our training vehicles for in car lessons) safe during these uncertain times. As we continue to navigate this new normal, we have revised our operating procedures to include processes that include health and well-being protocols.

Rajal Joshi, General Manager  
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## 1. Introduction

This document provides standard operating procedures for use in the workplace including our administration office, our classrooms and our training vehicles. Young Drivers will comply with all applicable laws and will reference local, provincial and federal health agencies for the most up-to-date guidance and rules pertaining to public health. Young Drivers will monitor alerts from credible organizations such as the Public Health Agency of Canada, Ontario Ministry of Health and Guelph Public Health.

Employees will be provided with the training needed to comply with these operating procedures. To ensure health and wellness in our workplace, we have a commitment from all employees to follow the procedures outlined in this document.

These operating procedures have been developed based on the following:

- Screening questions – Young Drivers will accept the answers provided as true unless there are visible symptoms of illness (coughing, sneezing, etc.). Visible symptoms will over rule the answers provided. Refusal to provide answers to the screening questions will constitute a 'fail' – employees/instructors will not work and student lessons will be cancelled.
- Administration of screening questions – whenever possible, the General manager will screen employees/instructors/classroom teachers prior to starting work. If this is not possible, every attempt will be made to peer screen. In the event that this too is not possible, the instructor/classroom teacher will provide a center approved notation in the comments line where mileage is recorded.
- **It is the responsibility of each employee/instructor/classroom teacher to communicate with the General Manager or designate to advise inability to work on a scheduled day should a fail during the screening process occur.**
- Sanitization products – The following products are approved for use:
  - Hand sanitizer – must be 60% alcohol
  - Disinfecting spray – must be a DIN-approved or comparable product (our product of choice is Vital Oxide) must be misted onto contact surfaces and let dry for 10 minutes
  - Disinfecting wipes – must state that it is intended to kill both bacteria and virus to be used (Lysol and Clorox brand wipes are acceptable products)



# A Star Driver Training O/A Young Drivers of Canada

Standard Operating Procedures – COVID-19 Re-Opening Plan

Released - June 17, 2020 v.1

- Disposable gloves – will be provided for employees for use as described within this document. Use of gloves at any other time is the personal decision of the student/instructor/classroom teacher/employee. Gloves will not be provided for student use.

## **2. Administration Office – Guelph**

- A sign will be posted at the Administration Office entrance to provide information about operating procedures for unannounced visitors. (Appendix A)
- The door to the Administration Office will be kept closed during business hours to prevent walk-ins.
- Where possible, the need for face to face contact will be eliminated.
- For customers, we will utilize voice calls, text messaging and email for as much communication as possible.
- Any staff or employee meetings will be done virtually (i.e., Zoom) to adhere to social distancing and group gathering requirements.
- Work spaces will be redesigned (where needed) to allow social distancing requirements to be met.
- Employees should have exclusive use of their work space and equipment. Sharing will not be permitted.
- Contact surfaces of employee work spaces (desktops, phones, keyboards, chairs) must be sanitized a minimum of once per business day.
- Contact surfaces of communal items/equipment (file cabinets, supply cupboard, copier, fridge, microwave, water cooler, coat closet) must be sanitized a minimum of once per business day.
- Soap and water or Hand Sanitizer where soap and water are not available must be used prior to or immediately upon entry to the Administration Office. Soap and water or Hand Sanitizer where soap and water are not available will be provided.

### **Office/Administration Staff**

- Prior to leaving home on each scheduled workday, the employee must be able to answer 'no' to all screening questions to be permitted entry. (Appendix D)
- If the employee has to leave the Administration Office for any reason, Soap and water or Hand Sanitizer where soap and water are not available must be used prior to re-entry.



# A Star Driver Training O/A Young Drivers of Canada

Standard Operating Procedures – COVID-19 Re-Opening Plan

Released - June 17, 2020 v.1

## Instructors/Other Employees

- The need for face to face visits will be reduced as much as possible.
- In person visits to the Administration Office should be scheduled outside business hours when possible. Alternate locations for paperwork drop off should be used where possible (satellite classrooms). Keys will be provided where necessary.
- Upon arrival at the Administration Office, the instructor/employee must be able to answer 'no' to all screening questions to be permitted entry. (Appendix D)
- Necessary face to face meetings will be limited to one area and will include as little contact as possible with employees not essential to the meeting. Social distancing and group gathering requirements will be met.
- Everyone will wear a non-medical face mask or shield.
- Employees will sanitise hands accepting documents/paperwork from instructors. When possible, paperwork should be left in an envelope or their folder so no contact is required.
- Writing utensils/office supplies will not be shared.
- The meeting area will be sanitized once the instructor/employee leaves the Administration Office.

## Customers

- In person face to face meetings will be by appointment only.
- Upon arrival at the Administration Office, the customer must be able to answer 'no' to all screening questions to be permitted entry. (Appendix D)
- Meetings will be limited to one area and will include as little contact as possible with other employees.
- Customer and employee will wear a non-medical face mask or shield and/or ensure social distancing requirements are met. Entry will be limited to the registered student and one (1) parent/guardian.
- Employee will sanitise hands after accepting payment by cash/cheque and/or receiving registration documents from customers.
- Customers must bring own writing utensil or be provided with one (they should take it with them when they are done).
- The meeting area will be sanitized once the customer leaves the Administration Office.



# A Star Driver Training O/A Young Drivers of Canada

Standard Operating Procedures – COVID-19 Re-Opening Plan

Released - June 17, 2020 v.1

## Deliveries/Repairs/Other Visitors

- Absolutely necessary in person access to the Administration Office will be by appointment only.
- Upon arrival at the Administration Office, the visitor must be able to answer 'no' to all screening questions to be permitted entry. (Appendix D)
- Unannounced deliveries will be permitted. Employee will ensure that minimal entry to the Administration Office occurs.
- Necessary visits will be limited to one area and will include as little contact as possible with other employees.
- Visits longer than 15 minutes will require the visitor and employee wear a non-medical face mask or shield and/or ensure social distancing requirements are met.

## 3. Restroom Facilities

### Guelph Office Location

- Use of facilities will be limited to employees/instructors of Young Drivers and students attending classroom sessions in the Guelph classroom. No public use will be permitted.
- Young Drivers will have a display hand washing hygiene poster in view of the sink area. (Appendix B)
- Facilities are to be sanitized after each use by customers or visitors. Signs will be posted and appropriate supplies will be provided. (Appendix C)
- Soap and water or Hand Sanitizer where soap and water are not available must be used prior to exiting the restroom.
- Instructors will be permitted unannounced entry at any time to use the restroom facilities at the Administration Office. We do understand that access to restroom facilities within teaching areas will be limited.
- Where possible, the instructor must be able to answer 'no' to all screening questions to be permitted entry. (Appendix D)
- When this is not possible, the instructor should have no contact with any other employees and ensure social distancing requirements are met while taking a direct path to the restroom facilities.



# A Star Driver Training O/A Young Drivers of Canada

Standard Operating Procedures – COVID-19 Re-Opening Plan

Released - June 17, 2020 v.1

- Instructors should immediately exit the Administration Office afterwards (no visiting with other employees).

## Other Classroom Locations

- Young Drivers will ensure a hand washing hygiene poster is displayed in view of the sink area during the times that in person classroom sessions are being conducted in this location. (Appendix B)
- Soap and water or Hand Sanitizer where soap and water are not available must be used prior to re-entering the classroom.
- Instructors should use the same procedures as outlined in this document.

## 4. Classrooms

At this time, face to face classroom sessions are not occurring. Once delivery is permitted in this format, appropriate protocols will be added to this section.

## 5. In Car Lessons

- Social distancing requirements cannot be met during in car lessons.
- A non-medical grade mask or shield must be worn by both student and instructor during the scheduled lesson time.
- Longer lessons will be scheduled (when possible) to reduce the number of contacts per day for the instructor and reduce the number of interactions for the student. Lesson length will not compromise educational integrity.
- The instructor will not use the paper copy of the YD Student Workbook. Alternate methods may be used by the instructor to draw diagrams. Electronic sharing will be permitted.
- Any administrative paperwork will be done electronically when possible.
- Copies of in car evaluations scored on paper will be provided to the student electronically (student can take a picture in car).



# A Star Driver Training O/A Young Drivers of Canada

Standard Operating Procedures – COVID-19 Re-Opening Plan

Released - June 17, 2020 v.1

- Ink signatures will be collected only when absolutely necessary and with a writing utensil that has been sanitized. Ink signatures will NOT be required on DCE 4 or Simulated Road Test (YD80) forms.
- Electronic signatures (on a tablet or mobile device) will continue to be collected at the conclusion of every in-car lesson. Tablet surface will be sanitized prior to use. Student will use hand-sanitizer before signing. Instructor will hold tablet for student to sign.
- Hand sanitizer must be used by both students and instructors prior to entering and re-entering the vehicle.

## Instructors

- Instructors will practice social distancing, proper hand washing technique and minimize contact with people outside of their 'bubble' to reduce possibility of community transmission from an outside sources to Young Drivers employees/students/customers.
- Prior to starting work for the day, the instructor must be able to answer 'no' to all screening questions. (Appendix D)
- Any 'yes' answer will mean that the screening process is a 'fail'. In car lessons for the day will be cancelled. The instructor will be responsible for contacting students involved. The General Manager or appropriate designate should be contacted immediately if this was a peer screening or self-screening situation.
- Instructors will be provided with sanitizing spray, hand sanitizer, sanitizing wipes or spray and paper towels, disposable gloves, disposable non-medical masks, shields and any supplies deemed required to follow the operating procedures described in this document.
- Young Drivers will communicate operating procedures, specifically those related to in car lessons, to students prior to lesson.
- Student reminders will include requirement for face mask or shield and short version of screening questions with request to cancel lessons if conditions cannot be met.
- YD Administration will convey that any personal protection equipment must be provided by the student.

## The Vehicle

- All training vehicles will be thoroughly cleaned and sanitized prior to the date in car lessons resume.
- All contact surfaces specifically the vinyl/leather/cloth seats, door handle, door latch, gear selector, mirror adjustment button, steering wheel tilt/telescope, seat adjustment



# A Star Driver Training O/A Young Drivers of Canada

Standard Operating Procedures – COVID-19 Re-Opening Plan

Released - June 17, 2020 v.1

buttons/lever, seat belt clip, controls (wipers, turn signal lever, ventilation, temperature, etc.), trunk latch will be sanitized prior to any driver change. Where time permits, sanitizing spray will be used. Sanitizing wipes or sanitizing spray and paper towels are an acceptable substitute when there is insufficient time to spray.

- Ventilation should be set to fresh air when heat/air conditioning is being used. Instructors may choose to teach with windows open but must ensure that instruction and safety are not compromised (instructor unable to hear responses, student unable to hear instruction, loose objects that will blow around – including hair, etc.).

## Students

- Prior to the start of the lesson and before the student gets into the training vehicle, the student must be able to answer 'no' to all screening questions to be permitted entry. (Appendix D)
- The student must bring and wear a non-medical mask or shield that covers the nose and mouth. The instructor will have a supply of disposable non-medical masks in the event that the student does not bring one. The student will be welcome to use any additional personal protection equipment that does not interfere with the instruction and safety during the in-car lesson.
- Students must take all personal protection equipment with them at the conclusion of the lesson. Instructors will not be responsible for disposal.

## 6. Third Party Locations

### Vehicle Repairs/Maintenance (including fuel stops)/Food

- Regular maintenance schedules should continue.
- Maintenance should be completed with known suppliers with operating procedures compliant with public health directives.
- Sufficient time should be allowed after maintenance to sanitize all contact surfaces specifically the vinyl/leather/cloth seats, door handle, door latch, gear selector, mirror adjustment button, steering wheel tilt/telescope, seat adjustment buttons/lever, seat belt clip, controls (wipers, turn signal lever, ventilation, temperature, etc.), trunk prior to teaching any in car lessons.
- Instructors will wear a disposable glove to pump gas.





# A Star Driver Training O/A Young Drivers of Canada

Standard Operating Procedures – COVID-19 Re-Opening Plan

Released - June 17, 2020 v.1

- Instructors are encouraged to 'pay at pump' (using the glove on the keypad) to limit exposure.
- The used glove should be appropriately disposed of before re-entering the vehicle.
- Instructors are encouraged to bring food/snacks/drinks from home to limit exposure.
- If the instructor must exit the vehicle and enter a third-party premise, hand hygiene and/or hand sanitizer must be used before re-entry.

## Drive Test

- These protocols have been developed prior to receiving any specific information from Drive Test. Should direction be received at a later date, we will update our procedures to ensure compliance.
- Upon arrival at Drive Test, only the student will enter the office to check in for the scheduled road test.
- Ventilation should be set to fresh air when heat/air conditioning is being used. Examiners may choose to complete the road test with windows open. Please ensure that safety will not be compromised (loose objects that will blow around – including hair, etc.).
- The instructor will use this time to sanitize the contact surfaces specifically the vinyl/leather/cloth seats, door handle, door latch, seat adjustment buttons/lever, seat belt clip, window controls on the passenger side of the vehicle (to ensure the examiner is entering into a sanitized environment). If time permits, sanitizing spray should be used. Sanitizing wipes or sanitizing spray and paper towels are an acceptable substitute when there is insufficient time to spray.
- The instructor should not enter the Drive Test office unless absolutely necessary.
- When the student and examiner return from the road test, the student will enter the office to complete the license upgrade transaction. The student should request a printed copy of the road test score sheet (student choice). The instructor may take a photo of the score sheet (this might be necessary in the case of a test fail situation).
- The instructor will use this time to sanitize the contact surfaces specifically the vinyl/leather/cloth seats, door handle, door latch, seat adjustment buttons/lever, seat belt clip, window controls both sides of the vehicle (to ensure the both the instructor and the student can enter into a sanitized environment). If time permits, sanitizing spray should be used. Sanitizing wipes or sanitizing spray and paper towels are an acceptable substitute when there is insufficient time to spray.



# A Star Driver Training O/A Young Drivers of Canada

Standard Operating Procedures – COVID-19 Re-Opening Plan

Released - June 17, 2020 v.1

- Electronic signatures (on a tablet or mobile device) will continue to be collected at the conclusion of every in-car lesson. Tablet surface will be sanitized prior to use. Instructor will hold tablet for student to sign using fingertip (no stylus will be provided).
- After the student is dropped off, the instructor will sanitize contact surfaces specifically the vinyl/leather/cloth seats, door handle, door latch, seat adjustment buttons/lever, seat belt clip, window controls both sides of the vehicle to ensure the both the instructor and the student can into a sanitized environment at the start of the next teaching lesson.

## 7. Conclusion

- This operating plan and its protocols are evolving and will be reviewed as updated information is provided by federal, provincial and local health agencies.
- The protocols described in this document exceed the requirements set out by public health agencies (as of the release date). The use of hand hygiene, screening questions and sanitization procedures offer layers of protection from transmission of the COVID-19 virus.
- If you have specific questions about or recommendations for protocols that should be included or modified, please contact:

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# A Star Driver Training O/A Young Drivers of Canada

Standard Operating Procedures – COVID-19 Re-Opening Plan

Released - June 17, 2020 v.1

## Appendix A: Sign for entrance to Administration Office



### PLEASE READ CAREFULLY

For the purpose of protecting our students and staff, **DO NOT ENTER THIS WORKPLACE IF:**

- **You are exhibiting ANY of the following symptoms**

- fever?
- cough?
- shortness of breath?
- feeling unwell?
- sore throat?
- runny nose?

- **You have been in close contact with someone who has**

- a respiratory illness
- been diagnosed with COVID-19
- requested to self-isolate

- **You have returned from travel outside of Canada within the last 14 days**

- **You have returned from travel to the following places in the last 14 days**

- Montreal, QC
- Campbelltown, NB
- Toronto, ON

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# A Star Driver Training O/A Young Drivers of Canada

Standard Operating Procedures – COVID-19 Re-Opening Plan

Released - June 17, 2020 v.1

## How to handwash

Lather hands for 15 seconds



1  
Wet hands with warm water.



2  
Apply soap.




3  
Lather soap and rub hands palm to palm.



4  
Rub in between and around fingers.


Lather hands for 15 seconds




5  
Rub back of each hand with palm of other hand.




6  
Rub fingertips of each hand in opposite palm.




7  
Rub each thumb clasped in opposite hand.




8  
Rinse thoroughly under running water.



9  
Pat hands dry with paper towel.



10  
Turn off water using paper towel.




11  
Your hands are now safe.



**JUST CLEAN YOUR HANDS**

For more information, please contact [handhygiene@oahpp.ca](mailto:handhygiene@oahpp.ca) or visit [publichealthontario.ca/JCYH](http://publichealthontario.ca/JCYH)



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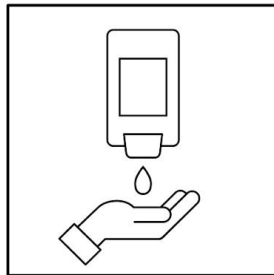
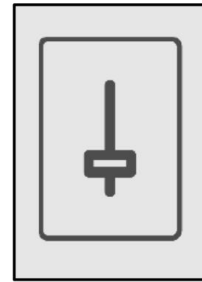
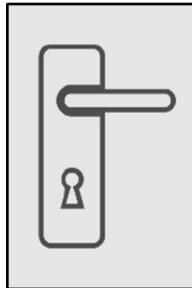
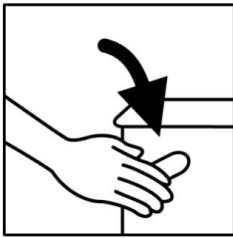
## Appendix B: Handwashing Poster

# A Star Driver Training O/A Young Drivers of Canada

Standard Operating Procedures – COVID-19 Re-Opening Plan

Released - June 17, 2020 v.1

**Remember to sanitize contact surfaces after use:**



**Use hand sanitizer before re-entering the  
classroom!**

## Thank you!



# A Star Driver Training O/A Young Drivers of Canada

Standard Operating Procedures – COVID-19 Re-Opening Plan

Released - June 17, 2020 v.1

## Appendix D: Screening Questionnaire – Students/Customers/Visitors



### COVID-19 SCREENING QUESTIONNAIRE

**Please answer YES or NO to the following questions:**

(You are NOT REQUIRED to answer OUT LOUD!)

Do you have any of the following:

- Fever (38° C and above)?
- Cough?
- Shortness of breath?
- Sore throat?
- Runny nose?
- Feeling unwell?

Have you been in close contact with someone who has:

- A respiratory illness?
- Been diagnosed with COVID-19?
- Requested to self-isolate to prevent transmission of COVID-19?

Have you returned from travel outside of Canada in the past 14 days?

Have you returned from travel to the following places in the last 14 days:

- Montreal, QC?
- Toronto, ON?
- Campbelltown, NB?



# A Star Driver Training O/A Young Drivers of Canada

Standard Operating Procedures – COVID-19 Re-Opening Plan

Released - June 17, 2020 v.1

Instructors/classroom teachers will be provided with the following to be used in conjunction with the screening questionnaire:

Instructor asks:

**Have you answered YES to any of the questions?**

If the student indicates they HAVE answered YES, **OR**

If your student refuses to provide an answer to ANY of the questions

The screen questionnaire is considered a FAIL.

Read this:

**I'm sorry but you have failed the screening process.**

**Your lesson today will be cancelled. Please contact the office to reschedule.**

- **DO NOT ENGAGE** in a discussion of this process!
- **Direct any negative comments to the office.**
- Failed screening must be recorded in lesson notes as part of the student late cancel procedure.
- IMMEDIATELY contact the office to advise.