



# Safe Drivers Communication Tools Overview

The COVID-19 pandemic has raised some anxiety about truck drivers, especially cross-border drivers. We designed the following resources as a guide to help revise processes to create safe work procedures for pick-up and drop-off. The goal is to ensure pick-ups and drop-offs are site-specific. Our intention is to ensure good communication among drivers and each site they visit.

This document is an overview of how employers can safely have drivers on their work sites, regardless of whether they have crossed the US border.

All of the following resources are designed to begin communication before the driver arrives on-site. Planning and communicating the details about what each party needs to do before the driver arrives will shorten the time the driver is on-site. This will lessen the chance of either person being exposed to the virus.

## How to use these resources

### **TEMPLATE: It is Safe to Work with our Drivers Letter**

The fillable form letter is easy to change to suit the needs and layouts of yards and worksites. The list of website links have additional information you may want to add to your site-specific documents.

### **SAFE WORK PROCEDURE: What I Will do For You Procedure**

This customizable document introduces you to the driver coming to your pick-up or delivery site. The driver outlines the steps they will take to reduce their own exposure during their work week and what they will do for you while on your site.

### **HANDOUT: Handling Documents and Cash Process**

This document outlines how to handle paperwork safely during the pandemic. Use this as a guide to help you edit the process to suit your specific needs for pick-up and/or delivery.

### **TEMPLATE: What You Can Do for Our Driver Checklist**

This customizable document introduces your worker to our driver and outlines what you can do to help the driver's stop be as seamless and exposure-free as possible.



## It Is Safe To Work With Our Drivers

Date: \_\_\_\_\_

To Whom It May Concern:

As a trucking company, we are very aware of our clients' concerns about exposure to COVID-19. Our drivers already self-isolate during normal operations because they spend most of their workday alone. When they do come in contact with people, they interact very little. We have taken things further during the COVID-19 pandemic. We have adjusted our carrier guidelines for pick-up and drop-off. In this way we will ensure we limit exposure of our corporate partners and our drivers.

The government has declared truck drivers, including **cross-border** drivers, as essential service providers. The 14-day self-isolation period does **NOT apply** to them. But all travellers crossing the border could be a risk to Canadians. It is important that cross-border drivers strictly follow the recommended public health practices from the BC Centre for Disease Control (BCCDC). They must also follow federal and international COVID-19 policies and procedures. These include, but are not limited to:

- Physical distancing of 2 metres/6 feet
- Washing their hands regularly
- Using PPE:
  - Nitrile Gloves (instead of regular work gloves)
  - Face mask (BCCDC says masks may protect others from you if you have the virus but no symptoms. You must still follow all procedures, especially physical distancing.)
  - Hand sanitizer
- Cleaning/disinfecting with an alcohol-based cleaner or disinfecting wipes or spray and paper towel. Use soap and water if those are not available. Thoroughly clean areas they touch:
  - Surfaces around them
  - Equipment they use
  - Inside of the truck (door handles, keys, steering wheel, buttons and switches, wiper and signal handle, shifter, dash, grab handles, armrests, seat belt latches and latch plates, etc.)



- Covering their hands when:
  - Pumping gas
  - Touching public door handles
  - Performing vehicle maintenance
- Coughing/sneezing into their elbow or a tissue
  - Washing/disinfecting their hands immediately after coughing or sneezing and disposing of tissue in a waste container
- Self-monitoring for COVID-19 symptoms daily (required by BCCDC)
- Reporting any symptoms to their employer
  - And not coming to work or the work site if they have any COVID-19 symptoms
- Continuing self-isolation on their days off

**For more information, please visit:**

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-essential-service-workers-travel.pdf>

<https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-farms-farm-workers.pdf>

Communication is the most important part of making these procedures work. We want to keep the supply chain running and reduce exposure and cross-contamination. We also want to reduce the worry felt by clients, workers and their families. As corporate partners, we are in this together. We need your help to ensure the safety of your workers and our drivers while they are on your site. To that end, we need the following details from you before our driver arrives:

- **When** our driver needs to be on site
- **How** our drivers should proceed (procedures they need to follow)
- **What** goods and paperwork are involved
- **Where** specifically on your site the driver should go
- **Who** the driver should contact at your site
- **Access** to a washroom or portable toilet with handwashing or sanitation ability

This information will help us limit exposure and create a safe work process specific to your site(s).

# COVID-19

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The situation is changing as we learn more about COVID-19. Government and regulators are adjusting their pandemic response plans and supply chain needs. Keeping that supply chain up and running requires a team effort. None of this could happen without our partnership with carriers like you. We appreciate your dedication and support.

Thank you,

## **Additional Resources:**

[https://www.bctrucking.com/sites/default/files/bcta\\_covid-19\\_best\\_practices.pdf](https://www.bctrucking.com/sites/default/files/bcta_covid-19_best_practices.pdf)

<https://www.tc.gc.ca/eng/motorvehiclesafety/federal-safety-guidance-protect-drivers-limit-spread-covid-19-commercial-vehicle-operations.html>

<https://www.mentalhealthcommission.ca/English/news-article/13920/choosing-sources-information-carefully-critical-covid-19-mental-well-being-says>

[https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7\\_6](https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf?sfvrsn=359a81e7_6)

<https://www.canada.ca/en/services/business/maintaingrowimprovebusiness/resources-for-canadian-businesses.html>

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/risk-informed-decision-making-workplaces-businesses-covid-19-pandemic.html>

<https://www.canada.ca/en/public-health/services/publications/diseases-conditions/preventing-covid-19-workplace-employers-employees-essential-service-workers.html>

[https://truckinghr.com/wp-content/uploads/2020/03/Covid19\\_Resourceguidev3d.pdf](https://truckinghr.com/wp-content/uploads/2020/03/Covid19_Resourceguidev3d.pdf)



# What I Will Do For You

**To:**

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

**From:**

Driver: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

I am a driver for \_\_\_\_\_

I am scheduled to arrive on site at: **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

## To limit exposure to COVID-19 for you and me, this is what I will do for you:

1. Maintain physical distance of 2 metres/6 feet
2. Wash my hands regularly
3. Use the following PPE (in addition to steel-toed shoes and Hi Vis vest):
  - a. Nitrile Gloves (instead of regular work gloves)
  - b. Face mask
  - c. Hand sanitizer
4. Clean and disinfect:
  - a. Surfaces around me
  - b. Equipment I use
  - c. My truck (door handles, keys, steering wheel, switches, etc.)
5. Cough/sneeze into my elbow/a tissue
  - a. Wash my hands immediately after I cough/sneeze
6. Self-monitor for COVID-19 symptoms every day
7. Report any symptoms to my employer
  - a. NOT come to work/on site if I have any COVID-19 symptoms
8. Continue to self-isolate on my days off



## This is what I will do for you while I'm on your site:

1. Notify receiving when I arrive for scheduled delivery
2. Receiver or designate will come out to break the seal while I stay in my truck
3. Once the receiver or designate has left the area I will open the doors (if a barn-door style trailer) and back the load in.
4. I will drop the paperwork in a designated area that receiver or designate provides (receiving desk, paperwork tray, clipboard etc.)
5. The receiver or designate will offload the trailer and place PODs (stickers) on the paperwork while the driver observes while staying at least 2 metres/6 feet away at all times.
6. Once complete, the receiver or designate will: \*the following are suggested options; you may have your own procedures
7. Sign the receiving paperwork and place it in the designated area
8. Send a text acknowledging receipt of goods
9. Take a picture of the signed paperwork and send it to:
  - a. me
  - b. my dispatch
  - c. my supervisor

Note: At **NO time** will I be within 2 metres/6 feet of the receiver or designate or any other worker on your site.

1. I will take the paperwork from the designated area and sign it as proof of delivery
2. I will pull the trailer away from the door and close the doors if necessary
3. Receiver or designate will come out and put the seal on (if required) while I remain in my truck
4. I will verify the seal number is correct and leave your site

Please see ***Handling Documents and Cash Process Handout*** for additional information.



# Handling Documents and Cash Process

The BC Centre for Disease Control (BCCDC) says handling documents and cash has low risk of causing COVID-19. There is no evidence that COVID-19 can be passed on through touching or handling money. The BCCDC says: “It is safe to handle cash and documents. However, it would be advisable to wash your hands frequently, and always before eating, after using the washroom, and before touching your face.” <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/common-questions>

Although the risk is low, it is important that you are cautious. It will reduce your risk of exposure. Below are recommendations to reduce your exposure to COVID-19. You should limit contact with documents such as bill of lading (BOL), proof of delivery (POD), waybills and other shipping documents that are exchanged between workers.

## Recommended Process for Pick-ups

1. The driver is to back up to the shipper door and enter through the shipper/receiver entrance as usual.
  - The driver is to report their arrival verbally (avoid personal contact and stay 2 meters, or 6 feet, away from others). Then go back to your truck.
  - The shipper will load freight and sign as the shipper on the documents (bill of lading, waybill): “As per [Carrier Name] and date.” Include the shipper’s load and count.
  - The shipper is to keep a copy and secure the carrier’s copy of the bill of lading and waybill on the last pallet inside the trailer.
    - If there are differences or errors in the physical count, they are to be decided at the carrier’s cross dock (offloading). The shipper is to be notified.
2. Drivers will not spend any more time than is necessary inside the shipper’s facility. Wait outside or in the truck until you are told that loading is complete.
  - The shipper is to advise the driver when loading is complete (e.g., bang on the inside of the trailer wall, knock on the driver’s window, etc.). The shipper may also contact Dispatch immediately to tell them loading has been completed.
    - The shipper is responsible to make sure the driver is told loading is complete.
      - If there is less than a truckload (LTL), advise the driver as to what was loaded on the trailer.



## Recommended Process for Deliveries

1. The driver is to back up to the receiver's door and enter through the regular shipper/receiver entrance.
  - Report your arrival and stay 2 metres (6 feet) away from others. Avoid unnecessary personal contact. Request the receiver's name and return to your truck.
  - The proof of delivery (POD) will be secured to the freight.
  - The receiver is to offload the freight.
  - The receiver is to email their primary contact at Dispatch if there are any differences or errors with the freight vs the proof of delivery (POD).
  - The driver will record on the carrier copy of the proof of delivery: "As per (receiver's name) and date" as it is given when you arrive.
2. Drivers will not spend any more time than is necessary inside the shipper/receiver facility. Wait outside or in the truck until you are told that loading has been completed.
  - The receiver is to tell the driver that loading has been completed (e.g., bang on the inside of the trailer wall, knock on the driver's window, etc.). The shipper may also immediately email Dispatch that loading has been completed.
    - The receiver is responsible to make sure the driver is told that they can leave.

Recommendations for pickups and deliveries sourced from Canadian Trucking Alliance  
<https://safetydriven.ca/resource/canadian-trucking-alliance-bol-pod-process/>

## Additional Preventative Measures

- Electronic bill of lading (BOL) or waybill. The shipper will email these to the receiver. The receiver will confirm by email that the document is accurate. The receiver will report any differences or errors by email, once the delivery has been received.
- The bill of lading (BOL) or waybill is to be emailed to the receiver, who will print and sign it. The receiver will leave a copy in a pre-determined location for the driver to collect.
  - The driver must be advised ahead of time of the location of documents.
- The driver will stay 2 metres (6 feet) from others. The driver will sign the bill of lading (BOL) or waybill in front of the receiver and then leave a copy with the paperwork.
  - Do not share pens. Use your own pen.
- Set up a paper exchange process. For example, the driver will place documents in a given location for the shipper to collect and sign. Then the shipper will either return a copy to the driver in the same way or email or fax it to the driver's terminal.



## COVID-19



- Agree to a process with your customer that allows you to deliver the freight without leaving or exchanging physical paperwork. Modify the requirement for a signature if possible.
- Take pictures of paperwork rather than physically handle it if necessary.
- Send as many documents as possible by email to reduce the number of documents that have to change hands.
- Remove the requirement for a signature if possible.
- Store documents in a clean plastic zip bag that can be disinfected easily (inside and out).
- Limit the use of cash transactions when possible.

**Note\*** Transportation of Dangerous Goods (TDG) documents must remain with the loaded vehicle at all times in an area that is visible.



# What You Can Do for Our Driver Checklist

**To:**

Driver: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

**From:**

Pickup/Delivery Site (Company): \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

I am a Shipper/Receiver for \_\_\_\_\_

You are scheduled to arrive on site at **Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

## To limit exposure to COVID-19 for you and me, this is what I will do for you:

- Maintain physical distancing of 2 metres/6 feet
- Regularly wash my hands
- Use the following PPE (in addition to steel-toed shoes and Hi Vis vest):
  - Nitrile Gloves (instead of regular work gloves)
  - Face mask
  - Hand sanitizer
- Clean and disinfect:
  - Surfaces around me
  - Equipment I use
  - Anything on your truck that I touch:
    - Seal
    - Door handles
    - \_\_\_\_\_
- Cough/sneeze into my elbow/a tissue
  - a. Wash my hands immediately after I cough/sneeze
- Self-monitor for COVID-19 symptoms every day
- Report any symptoms to my employer
  - a. NOT come to work/on site if I have any COVID-19 symptoms
- Continue to self-isolate on my days off



## This is what you will do for me while you're on my site:

- Have your dispatch notify my dispatch 10/15/20 minutes before your arrival
- Notify my dispatch/me when you have arrived
- I will come out to break the seal while you stay in your truck
- I will stay at least 2 metres/6 feet away while you open the doors (if a barn-door style trailer) and back the load in
- You will drop the paperwork in a designated area that I have provided to you (receiving desk, paperwork tray, clipboard etc.)
- I will offload the trailer and place PODs (stickers) on the paperwork while you observe from a distance of at least 2 metres/6 feet at all times
- Once unloading is complete, I will:
  - Sign the receiving paperwork and place it in the designated area
  - Send a text acknowledging receipt of goods
  - Take a picture of the signed paperwork and send it to:
    - Me
    - My dispatch
    - My supervisor

NOTE: At **NO time** will you or our people be within 2 metres/6 feet of the receiver or designate or any other worker on your site.

- You will then take the paperwork from the designated area and sign it as proof of delivery
- Take picture
- Ask for shipper's name as sign-off
- You will pull the trailer away from the door and close the doors
- I will come out and put the seal on (if required) while you remain in your truck
- You will verify the seal number is correct and leave our site