

Road Test Resumption & Personal Protective Equipment for DEs



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COVID-19 Health and Safety Guidelines

Road Tests include Class 1-8, heavy trailer and house trailer, air brake pre-trip inspections and Enhanced Road Assessments. Road test-specific procedures do not apply to the parking lot based MST as adequate social distancing procedures have already been put in place.

The following health and safety guidelines must be implemented at all times for ICBC road tests:

- Washing hands regularly, including before and after each road test. Wash your hands for at least 20 seconds with soap and water, use hand sanitizer if no soap/water available.
- Maintain physical distance of at least 2m (6 ft) from others, when possible. When physical distancing is not possible during a road test, personal protective equipment (PPE) must be worn at all times.

Personal Protective Equipment (PPE)

When using PPE, procedures must be followed correctly to ensure PPE effectiveness and to minimize the risk of transmitting the virus.

DEs must wear PPE when it is not possible to maintain physical distance of 2m (6ft) from the customer. DEs put your PPE on before the road test and keep it on at all times when you are in the vehicle and less than 2m (6ft) from customers and examinee.

If there are problems with your PPE, notify your supervisor/manager immediately!

Reference videos for putting on (donning)/taking off (doffing) PPE:

- [Demonstration of Donning \(Putting On\) Personal Protective Equipment \(PPE\)](#)
- [Demonstration of Doffing \(Taking Off\) Personal Protective Equipment \(PPE\)](#)

Driver Examiners

Mandatory:

- surgical grade mask, **and**
- disposable seat cover, **and**
- one of the following: face shield, goggles, or approved safety glasses.

Optional (at DE discretion):

- Gloves are optional however **if gloves are not worn**, then the passenger side and common touch points of the **vehicle must be disinfected** before the road test.
- Sunglasses (to wear under face shield), reusable cartridge respirator (in place of mask) may be provided at DEs expense.

Customer/Examinee

Mandatory:

- Surgical grade mask to be provided by ICBC at the time of the road test. To avoid cross contamination do NOT touch or handle the mask directly, use tongs to pickup and hand the mask to the customer.

Optional:

- Customer may provide their own reusable cartridge respirator in place of the ICBC provided mandatory surgical grade mask.

Note: If a customer is unwilling to wear an ICBC provided surgical mask for their road test, they will be required to wear an ICBC provided face shield. In order to ensure the safety of our examiners **we will refuse service** to someone who is not willing to wear an ICBC provided surgical mask or face shield for their road test.

Masks (Surgical Grade)

DEs and customers/examinees **MUST** wear a surgical grade mask at all times during road testing. There will be messaging in place on icbc.com as well as through road test booking to advise customers that they will be required to wear either their own reusable cartridge respirator or the ICBC supplied surgical grade mask at all times during road testing.

In exceptional circumstances, if a customer is unwilling to wear an ICBC provided surgical mask for their road test, they will be required to wear an ICBC provided face shield. This should **NOT** be offered as regular practice. If a face shield was used by a customer in place of a surgical mask, **DO NOT** return it to regular DLO inventory. Offer it to the customer to keep or dispose of.

Your mask will be the first PPE to be put on and the last PPE to be taken off.



- Masks must be worn at all times during the road test.
- Wash your hands for at least 20 seconds with soap and water (use hand sanitizer if no soap/water available) and ensure your hair is away from your face before putting on your mask.
- Check your mask for damage before you put it on:
 - Any punctures to the front of the mask.
 - Torn or broken straps.
 - Metallic nose strip is in place.

Never touch the inside of the mask and if there is damage, **DO NOT USE**, replace with a new one!

To put on your mask:

1. Position the coloured side of the mask outward.
2. Ensure the metallic strip at the top of the mask is positioned against the bridge of your nose.
3. Hold the mask by both ear loops and place one loop over each ear.
4. Place the mask over your nose and mouth.
5. Mold the bendable metallic strip to the shape of your nose by pinching and pressing down on it with your fingers.
6. Be sure the mask fits and is covering your nose and mouth.
7. Do not touch the mask once it is in position.

Masks can be used for consecutive road tests (if left on) but **must be removed** and discarded prior to any breaks (coffee, lunch). Replace the mask if the front is visibly dirty, splashed on, or has become difficult to breathe through.

If you are wearing gloves [see glove removal first](#) BEFORE removing your mask!

To take off and dispose of your mask:

1. Remove the mask without touching the front of the mask as it may be contaminated.
2. Remove the mask by unhooking both ear loops and holding the mask by the ear loops.
3. Dispose of the mask in the garbage. Do not store or reuse it. Perform hand washing for at least 20 seconds using soap and water (use hand sanitizer if no soap/water available).

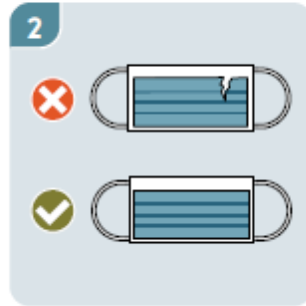
After you have removed your gloves, you will **wash your hands** for at least 20 seconds using soap and water (use hand sanitizer if no soap/water available) and then remove your face shield, goggles or approved safety glasses **before** removing your mask by the straps.

Note: If the customer was provide with a mask to use during road testing, it is up to the customer to remove and dispose of the mask at their discretion.

Help prevent the spread of COVID-19: How to use a mask



1 Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.



2 Inspect the mask to ensure it's not damaged.



3 Turn the mask so the coloured side is facing outward.



4 Put the mask over your face and if there is a metallic strip, press it to fit the bridge of your nose



5 Put the loops around each of your ears, or tie the top and bottom straps.



6 Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.



7 Press the metallic strip again so it moulds to the shape of your nose, and wash your hands again.

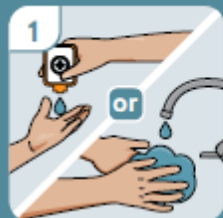


8 Don't touch the mask while you're wearing it. If you do, wash your hands.



9 Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedure for removing the mask.

Removing the mask



1 Wash your hands with soap and water or use an alcohol-based hand sanitizer.



2 Lean forward to remove your mask. Touch only the ear loops or ties, not the front of the mask.



3 Dispose of the mask safely.



4 Wash your hands. If required, follow the procedure for putting on a new mask.

Face shield / Goggles / Approved Safety Glasses

Face shield, goggles or approved safety glasses must be worn at all times during the road test. If required, use anti fog wipe/spray on the protective eye equipment prior to using.



- Put on the face shield **after** you have put on your mask.
- Adjust to ensure it is secure and comfortable, then wash your hands thoroughly for at least 20 seconds using soap and water (use hand sanitizer if no soap/water available).
- If you are wearing gloves, **BEFORE** removing your face shield, [refer to glove removal first](#).
- At the end of each shift, clean the face shield with surface disinfectant and/or disinfectant wipes.

Face shields, goggles and approved safety glasses must be disinfected and stored in a designated clean area at your DLO location at the end of your shift. As an additional safety measure, you should disinfect the items before each use (start of your shift).

Gloves (optional)

Gloves are optional for road testing, if they are worn, they should be worn for the duration of the road test. Gloves do not replace hand washing!

If DE choose **NOT** to wear gloves, passenger side and common touch points of the road test vehicle **must be disinfected** by DE before the road test. DEs will have surface disinfectant that will be used on:

- Door handles, grab bars, and other points of contact (before entering the vehicle)
- Seat belts
- Emergency brake
- Steering wheel

If gloves are worn, it is the last PPE to be put on and the first PPE to be taken off.

Ensure you remove your gloves properly:

1. With both hands gloved, grasp the outside of one glove at the top of your wrist.
2. Peel off this first glove, peeling away from your body and from wrist to fingertips, turning the glove inside out.
3. Hold the glove you just removed in your gloved hand.
4. With your ungloved hand, peel off the second glove by inserting your fingers inside the glove at the top of your wrist.
5. Turn the second glove inside out while tilting it away from your body, leaving the first glove inside the second.
6. Dispose of the gloves into the garbage. Do not reuse the gloves.

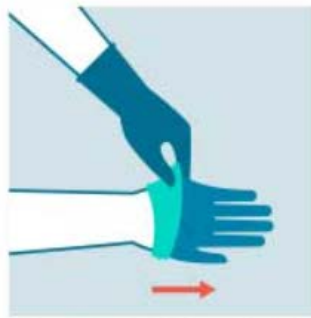


After you have removed your gloves, perform hand washing for at least 20 seconds using soap and water (use hand sanitizer if no soap/water available) and **BEFORE** removing any other PPE.

HOW TO REMOVE GLOVES SAFELY



GRASP THE OUTSIDE OF THE GLOVE IN THE WRIST AREA



PEEL THE GLOVE AWAY FROM YOUR BODY, TURN IT INSIDE-OUT



HOLD THE INSIDE-OUT GLOVE IN THE OTHER HAND



SLIDE YOUR FINGERS UNDER THE WRIST OF THE OTHER GLOVE



PEEL THE GLOVE AWAY FROM YOUR BODY, TURN IT INSIDE-OUT, LEAVE THE FIRST GLOVE INSIDE THE SECOND



DISPOSE THE GLOVES SAFELY



WASH YOUR HANDS

Disposable Seat Cover

DEs must use a disposable seat cover during the road test. These covers are a universal fit for bucket and most bench seats in vehicles.



With your PPE on:

- Wrap the seat cover over/around the passenger seat of the road test vehicle.
- Upon completion of the road test; remove and dispose of the seat cover accordingly.

Procedures for Road Tests

Procedures will be updated on an ongoing basis to ensure compliance with new information.

Health Screen

COVID-19 outbreak assessment tool

When customers arrive at DLOs with a greeter, the greeter will:

- Confirm their road test appointment.
- Screen customer using the [COVID-19 outbreak assessment tool](#).
- If customers **PASS** the COVID-19 outbreak assessment screening, they will be directed to Road Test setup.
- If customers **DO NOT PASS** the COVID-19 outbreak assessment screening, they will be denied the opportunity to take their road test at this time.

SBC/AA DEs –ensure you complete the [COVID-19 outbreak assessment tool](#) PRIOR to testing.

Road Test Set-up / ID / Payment

- It is not required to collect the signature of the customer on the road test sheet.
- Customer will provide identification (ID) and/or document (s) and pay for the road test. If customer only provides interim driver license, print IRW photo for ID proofing.
- Ensure customer is aware they **MUST** wear their own supplied reusable cartridge respirator or DE supplied surgical grade mask. **NO EXCEPTIONS**. If the customer refuses advise them we will not be able to proceed with the road test at this time.
- While maintaining social distancing or working behind Plexiglas process the ID and/or document (s) and payment.
- Customer can read out plate # for recording or show picture.

Waiting for Road Test

DLOs have **three options** for the customer waiting for their road test:

1. DE leaves with the customer immediately after setup and putting on mandatory PPE.
2. If the customer's vehicle is parked in a designated ICBC driver examination parking lot, the customer will be asked to wait in or outside of vehicle and the DE will meet them there **AFTER** putting on mandatory PPE.
3. If the customer's vehicle is parked on the street or non-designated ICBC parking lot, the customer will be asked to wait outside the DLO while maintaining physical distance from other employees or customers. The DE will meet them outside **AFTER** putting on mandatory PPE.

PPE

- Notify customers of mandatory PPE and, if DE is not wearing gloves, passenger side and common touch points of the vehicle will be disinfected before the road test by the DE. DEs will have surface disinfectant that will be used on:
 - Door handles, grab bars, and other points of contact (before entering the vehicle)
 - Seat belts
 - Emergency brake
 - Steering wheel
- Advise customer you will be wrapping the passenger seat with a disposable seat cover.
- If customer does NOT have their own **reusable cartridge respirator**, provide a new surgical grade mask and advise examinee it must be worn at all times when in the vehicle together and during the road test. To avoid cross contamination do NOT touch or handle the mask directly, use tongs to pickup and hand the mask to the customer.

Pre-trip Safety Inspection and Preamble

Before meeting the customer, DE must put on PPE, do not remove PPE until the road test is over. Inform the customer of the changes that have been made to the road test process to ensure everyone's safety. You may include the following:

- Advise customer you will be wearing PPE at all times.
- If customer does not have their own reusable cartridge respirator, provided them with a new surgical grade mask and advise them they must wear it at all times (check to confirm the customer is wearing it properly i.e. covering mouth and nose).
- Remind customer that a physical distance of at least 2m (6ft) must be maintained at all times when possible while outside of the vehicle.
- Maintain a physical distance 2m (6ft) when performing pre-trip safety inspection.
- Conduct preamble outside of the vehicle.
- Advise customer they may need to speak louder than usual and you will indicate if you are not able to hear them clearly.
- Make sure to speak loudly and clearly and be prepared to repeat instructions.
- Before starting the test, you may want to confirm that the customer can hear you clearly by practicing a few direction calls i.e. turn left, change lanes, etc.
- If you choose NOT to wear gloves: advise customer you will need to disinfect the passenger side and common touch points of the vehicle **before** beginning the road test, such as:
 - Door handles, grab bars, and other points of contact before entering the vehicle
 - Seat belts
 - Emergency brake
 - Steering wheel
- If the vehicle is too dirty to be properly wiped, the road test should be rescheduled.
- The customer will have passed their COVID-19 assessment screening. **If the customer is displaying COVID-19 symptoms**, advise the customer to reschedule their appointment.

During Road Test

- If the mask is causing any communication difficulties, make sure you are using effective gestures to facilitate understanding.
- Provide directions well in advance to allow time for clarification.
- Be prepared to repeat your directions more than once.
- If during the road test the customer displays COVID-19-specific symptoms then discontinue the test. Advise the customer to reschedule.

Debrief of Road Test

- When road test has finished, inform the customer to exit the vehicle to conduct the road test debrief.
- DE and customer must keep all PPE on and maintain physical distance 2m (6ft) during the debrief.
- **FAIL:** If the customer does not pass, they do not need to attend the DLO.
- **PASS:** If the customer is successful, provide further direction to attend the DLO. All DLO protocols remain in place and must be adhered to.

Post Road Test

Once the road test has finished and you return back to the DLO. Remove and dispose of the seat cover. Follow the procedures for correctly removing your PPE in the following order:

1. Gloves (if worn) – perform hand washing for at least 20 seconds using soap and water (use hand sanitizer if no soap/water available) and **BEFORE** removing any other PPE.
2. Face shield / goggles / approved safety glasses – use disinfectant wipes to clean.
3. Mask – perform hand washing for at least 20 seconds using soap and water (use hand sanitizer if no soap/water available).

Other equipment (i.e. clipboards, pens, etc.) that have been used during the road test should be cleaned regularly using disinfectant wipes.

Customers Booking Commercial Road Tests

Commercial road test bookings will be by phone only via DLCCV starting Thursday June 11. Customers will be able to book:

- Class 1, 2, 3, and 4 (including restricted) road tests.
- Commercial or air brake stand-alone pre-trips.
- Endorsement 20 (heavy trailer) road tests.

Customers whose commercial road tests were cancelled between March 17-30 will be called to prioritize their appointment. Those with appointments **after** March 30 must call to rebook.

At time of booking, customers will be advised of the normal procedures to bring appropriate ID and payment for the tests and also ensure they bring a safe vehicle with a clean interior. As well as the requirement to wear an ICBC provided surgical grade mask at all times during the road test, alternatively they may bring their own reusable cartridge respirator.












We will not be offering stand-by or walk-in appointments at this time. Our phased approach is primarily focused on providing in-person licensing services by appointment, which will help control the number of customers at our offices.

Road test appointments will be spaced to provide adequate time for DE's to follow the standard operating procedure (SOP).

Commercial road tests make up just over 5% of our normal testing volume. We have acquired sufficient PPE to move forward with commercial road tests at this time.

ICBC will expand the availability of road tests to other classes of licences as soon as possible which will be dependent on the roll-out of this initial phase and the ability to secure sufficient PPE for our employees and customers.

Cold vs Flu vs Allergies vs Covid-19

HAVE I GOT A COLD, FLU, ALLERGIES OR COVID-19?				
Symptoms	Coronavirus	Common Cold	Flu	Seasonal Allergies
 Fever	Common ¹⁻³	Rare ⁴	Common ^{4,6,7}	No ¹⁵
 Fatigue	Common ¹	Sometimes ⁸	Common ^{6,7}	Sometimes ¹⁵
 Cough	Common (usually dry) ¹⁻³	Common (mild) ^{4,8}	Common (usually dry) ^{4,6,7}	Sometimes ¹⁵
 Sneezing	No ¹	Common ⁴	No ^{6,7}	Common ^{11,13}
 Aches & Pains	Sometimes ¹	Sometimes ^{8,10}	Common ^{4,7}	No
 Runny or Stuffy Nose	Sometimes ¹	Common ⁴	Sometimes ⁶⁻⁸	Common ^{11,13,15}
 Loss of Smell	Sometimes ¹⁴	Sometimes ¹⁶	Sometimes ¹⁶	Sometimes ^{13,16}
 Sore Throat	Sometimes ⁵	Common ⁴	Sometimes ^{4,7,8}	No
 Diarrhea	Sometimes ¹	No ⁹	Sometimes for children ^{6,7}	No
 Headaches	Sometimes ⁵	Rare ⁸	Common ^{4,7}	Sometimes ^{12,15}
 Shortness of Breath	Sometimes ^{2,3}	No ⁸	No ⁶	Rare ¹⁵