



March 3, 2020

Dear parents, teachers, and school administrators,

Today, we are writing to each of you to keep you informed of what actions Van Pool and NRT Transportation are taking to address the concerns surrounding COVID-19. According to the latest update from the Massachusetts Office of Health and Human Services, the state has one confirmed case of the virus. While the risks currently remain low, we are taking extra precautions to reduce the risk of exposure to the virus. These include, but not limited to:

- Increased frequency of cleaning vehicles (Our cleaning process will place particular focus on “high touch” areas like handrails, door handles, seats, and flat surfaces.).
- Increased frequency of cleaning at our transportation facilities
- Timely dissemination of information to drivers and monitors
- Require drivers and monitors to stay home if they have been in contact with a person who is infected with COVID-19 or visited a location which has been widely affect by the outbreak

If you see something onboard a van or bus which require attention, please alert a driver or contact Van Pool and NRT directly.

How can you help?

It's important we all observe the [precautions](#) that are being emphasized by health authorities. Among the most important is staying home and avoiding public places if you experience potential symptoms. Please be sure to contact your Van Pool or NRT office if your child will not be needing transportation for an extended period due to illness.

As with typical colds and flus, we can carry a virus before we are aware of any symptoms. It's critical to wash our hands often and thoroughly and avoid touching our noses, mouths and eyes with unwashed hands. It's always good practice for students to wash hands before and after taking public transportation.

As the situation develops, Van Pool & NRT will work with local health authorities, closely observe their guidance, and we will continue to keep you informed.

Together our actions can help control the spread of this virus. Thank you for trusting us to provide safe and reliable transportation to your community.