Guidelines for Valet Services

Updated November 16, 2020

This document is intended to provide guidelines for valet operations managed by Trinity Health facilities. Facilities that provide valet services via a third-party contract will review their contracts to ensure vendors have processes in place to protect the people we serve, as well as the valets providing the service.

Key Considerations

In general, resumption of valet services is not recommended. However, facilities may evaluate on a case by case basis to determine the impact of eliminating or resuming services. Key considerations include:

- Will people in the communities we serve not obtain necessary services if valet services are suspended?
- **For valet services provided by internal colleagues**: Does the facility have enough PPE to support use by valets?
- Due to the potential high volume of PUIs and COVID-19+ patients who may access valet services, valets must receive training from the site’s PPE Coach, if available, or their facility’s primary trainer for PPE usage.
- Valets must don the following PPE:
  - Procedure mask
  - Vinyl gloves
    - Nitrile gloves for protection from blood and/or bodily fluids are not required
    - Valets must perform frequent hand hygiene, especially after touching client belongings or doffing gloves
    - Valets must avoid touching their face or their PPE during transport.
- If the facility does not have enough PPE on hand to provide to valets, valet services must be suspended.

For valet services provided by third party contract:

- Does the vendor have sufficient PPE to resume services?
- Do the vendor’s PPE guidelines conform to state and local requirements for valet PPE, as well as MercyOne’s requirements for PPE for Public Servants?
- Does the vendor have a protocol in place for services provided during the pandemic?
Valet Process

Valet professionals will follow the process below for each client:

1. **Observe social distancing and hand hygiene.** Valets perform hand hygiene each time an object is exchanged between the valet and the client. Whenever possible, maximize distance between the valet and the client.
   
   a. **Where possible, implement touch-free processes.** Use tablets or other technology to track clients, rather than paper tickets.

2. **If feasible, request keys be left in vehicle during drop off.** To minimize contact between clients and valets, ask clients to leave their keys within the vehicle until the valet enters the vehicle.

3. **Don clean gloves prior to entering the vehicle.**

4. **Lower Windows.** Valets will lower windows during transport to allow outside air circulation, when possible.

5. **Park Vehicle.** Doff gloves and perform hand hygiene upon exit.

6. **Repeat steps 3-4 when retrieving vehicle for client.**