



A CANADIAN GUIDE

# **Safely Operating** an Automobile Dealership During the COVID-19 Pandemic



Canadian Automobile Dealers Association  
Corporation des associations de détaillants d'automobiles



#### **DISCLAIMER**

COVID-19 is a new coronavirus that has not previously been identified in humans. In its novelty, it has caused death and illness across Canada and the world. The extent and severity of the illness caused by the virus remains unknown; the virus' trajectory remains uncertain. Currently, there are no available vaccines and no accepted therapeutics. For these reasons, we ask that you carefully read this page.

The Canadian Automobile Dealers Association (CADA) hopes that this document provides helpful, general information to our members. This document is not comprehensive and provides minimum considerations for dealers. It is not intended to be, and should not be considered, legal or occupational health and safety advice. You should follow the guidance of public federal, provincial, and local health authorities, and, even more, should seek advice from your own business, legal, and health and safety advisors. This is important because the guidance from public health authorities changes regularly as the pandemic evolves, and so your own advisors will tailor their individual advice to you based on ever-changing circumstances in your area.

In preparing this document, CADA did not seek guidance from health and safety professionals. Instead, it relied on publications of the US-based National Automobile Dealers Association (NADA), La Corporation des concessionnaires d'automobile du Quebec (CCAQ), and the Trillium Dealers Association (TADA). We are grateful to these organizations for their assistance.

CADA does not represent to you that the information provided in this document is complete, correct, current, appropriate, or accurate. Because the document is intended to be informational only, it should be read in that context, and, as noted above, we strongly recommend that you review it with your own professional advisors and in accordance with all relevant health authorities. CADA disclaims all liability for any demand, claim, injury, or loss arising directly or indirectly from the contents of this publication.

# TABLE OF CONTENTS

<b>Introduction</b> .....	4
<b>Dealership Management Protocols</b> .....	5
<b>General Principles For Preventing The Spread</b> .....	5
<b>Physical Distancing</b> .....	5
<b>Resources For Dealerships</b> .....	6
<b>Service Operations</b> .....	7
How To Clean And Disinfect Vehicles .....	8
Service Technician Safety. ....	8
Service Waiting Area .....	9
Courtesy Vehicles. ....	9
Shuttle Service .....	9
Returning Customer Vehicles. ....	9
<b>In-Dealership Sales During A Pandemic</b> .....	10
Store Sanitation .....	10
Staff Management .....	10
Dealers Practices And Policies .....	11
Dealership Customer Care And Welcome .....	12
Guidelines for Presenting Vehicles to Customers. ....	12
Test Drives .....	12
Signing Sales Documents .....	13
Evaluating Vehicles for Trade .....	13
Accepting Vehicles for Trade .....	13
Delivery of Vehicles .....	13
Online Sales .....	13
<b>Appendix A</b> .....	14
<b>Appendix B</b> .....	18



## A CANADIAN GUIDE

# SAFELY OPERATING AN AUTOMOBILE DEALERSHIP DURING THE COVID-19 PANDEMIC

## INTRODUCTION

The new COVID-19 pandemic has changed all aspects of Canadian life and the way our country does business at every level. Canadian Dealers must adjust to the new risks presented to operations and pay close attention to local health officials.

CADA has produced this guide to assist dealers in coping with this crisis by providing the most reliable information that is currently available from respected sources. We have referenced and drawn upon numerous credible resources such as the Canadian Centre for Occupational Health and Safety (CCOHS) which is Canada's national resource for the advancement of workplace health and safety. We have also sourced information from the Public Health Agency of Canada, the National Collaborating Centre for Infectious Diseases and the Centers for Disease Control and Prevention in the United States. Finally, many elements of the guide sources from La Corporation des concessionnaires automobiles du Québec (CCAQ) and their work with Novo SST, the provincial leader in occupational health and safety management.

The objective of this guide is to help dealerships perform necessary dealership operations in conditions that meet health and safety requirements. The priority must be the health of both customers and employees. The measures outlined in this document are designed to meet those objectives.

Dealers are reminded that these public health measures will continue to evolve as the crisis continues. As such, dealers are reminded to consult the following Public Health **Agency of Canada COVID-19 resources for regular national updates**:

### This guide provides basic information on:

- ✓ Dealership Management protocols.
- ✓ General principles for preventing the spread.
- ✓ Keeping your employees and customers safe during this pandemic.
- ✓ Cleaning and disinfecting dealership facilities and vehicles.
- ✓ Safely handling service operations.
- ✓ Safely handling sales operations.

## DEALERSHIP MANAGEMENT PROTOCOLS

As a supporting measure Dealers could also designate a COVID-19 champion to monitor social distancing and the overall health of the building and staff. This is similar to a Construction Safety Officer that is employed on every site.

Dealers may also consider a protocol of tracking anyone who entered, came in contact or serviced a customer car. This is to create accountability for the staff and indicates to the customer that the dealer has strict safety protocols in place.

Each dealership should identify management staff who will be responsible for observing and enforcing safety protocols. Dealers and line managers should be familiar with the recommendations in this guide and ensure that every employee responsible for implementing the recommendations is extremely careful and thorough.

Please distribute this guide to the appropriate personnel and encourage a culture of dedication to protocols as a shared mutual responsibility. Every manager and every employee should contribute to the safety of all staff.

## GENERAL PRINCIPLES FOR PREVENTING THE SPREAD

Dealerships should continuously think ahead about the actions that they can take to keep everyone healthy and safe, preventing the spread of COVID-19, including:

- ✓ Following the latest advice from federal and provincial public health leaders.
- ✓ Being prepared in case an employee or a family member becomes ill.
- ✓ Practicing physical distancing and proper hygiene.

### MINIMUM BEST PRACTICE

Prior to daily access, ensure all employees and contractors conduct self-assessments before entering the workplace to confirm that they do not currently meet any of the self-isolation criteria established by their local public health officials.

Each province has a **Self-Assessment Tool** to assist employers and employees.

## PHYSICAL DISTANCING

Physical distancing requires that all individuals maintain at least 2 meters between them and any other individual.

This reduces the potential of coming into contact with the respiratory droplets of another individual, generated by coughing, sneezing or speaking. Management and supervisors should review dealership activities, as a part of the hazard assessment process to ensure that:

- ✓ **Physical distancing** requirements can be maintained.
- ✓ **Where proper physical distancing** cannot be maintained, employers need to examine all appropriate control measures to ensure the health and safety of their staff.
- ✓ **Considerations** for additional physical distancing measures that could work in your workspaces:
- ✓ **Can non-essential work be reduced** or suspended, to allow some workers to stay home?
- ✓ **Can shifts be alternated** and/or additional shifts added to reduce the risk of exposure and improve physical distancing?
- ✓ **Can work tasks** be performed in a location that allows them to put more distance between themselves and their co-workers or customers?
- ✓ **Can workplace** layout be rearranged to minimize physical contact between employees?
- ✓ **Can line ups**, seating or workstation setups be expanded so that people are able to put 2 metres of space between one another?
- ✓ **Can barriers be installed** to create space at counters, seated areas, between work areas, etc.?

- ✓ **Can separate**, clean entrances and exits be established for the worksite and key work areas to avoid congestion, where possible?
- ✓ **Avoid sharing of office space**, including work vehicles. If you do share, ensure physical distancing or other means so as to ensure the health and safety of staff. Avoid visiting another area or department to ask a question; use the phone instead.
- ✓ **Hold meetings virtually** where practical.
- ✓ **All greetings** between individuals should involve no physical contact (e.g. no handshakes, fist bumps, etc.). Stagger breaks/meal-times to reduce the number of workers in common areas at the same time.
- ✓ **Stagger seating arrangements** in common areas. Separate PPE\* and clothing that is hung up in workspaces to avoid touching where possible (an infected individual may unknowingly have left

respiratory droplets on their PPE or clothing, which could expose others if they touch them).

- ✓ **Avoid passing each other** on the stairs. Wait on the landing until person has exited stairs.<sup>†</sup>

## RESOURCES FOR DEALERSHIPS

CCOHS has developed numerous helpful pandemic resources that dealers can access via **the organizations resource centre**. This includes infographics, posters, printable signs and sharables as well as stickers. Dealers should browse this site for helpful guidance, advice and free tools to help you plan, prepare, prevent and protect against this infectious disease outbreaks. Dealers may also wish to review CCOHS free Canadian Flu and Infectious Disease Outbreaks Business Continuity Plan.

# Prevent the Spread

## 5 Healthy Hygiene Habits

to protect against viruses



- Cover your mouth and nose with a tissue when you cough or sneeze, or cough into your sleeve.
- Throw away used tissues immediately.
- Wash your hands, especially after using tissues.
- Avoid touching your eyes, nose or mouth. Germs on your hands can transfer into your body.
- Stay home or keep your distance when you are ill or not feeling well. Stay at least 2 metres away to prevent infecting people around you.



Be ready for the flu and other infectious diseases in the workplace.

## How to wash your hands

- 1 Remove any rings or other jewellery.
- 2 Wet and lather your hands and wrists with soap. When using bar soap, set it on a rack to dry after use.
- 3 Scrub for 15-20 seconds: palm to palm, between and around fingers, back of each hand, fingertips and under nails.
- 4 Rinse thoroughly under running water.
- 5 Dry hands with a single use towel or air dryer.
- 6 Protect your hands from touching dirty surfaces while in the washroom, and as you leave.

## information and updates



## 10 Tips for Employers



- Provide hand washing facilities and extra sanitizing gels in key places.
- Make sure work surfaces are kept clean including door knobs and hand railings as well as shared telephones, keyboards, and boardroom tables.
- Increase the distance between workstations.
- Make sure ventilation systems are working properly.
- Allow working from home where possible.
- Develop corporate policies that let workers know what to expect in terms of sick leave and leave to care for families. Make sure workers know that they can – and should – stay home if they are not feeling well.
- Encourage workers to get a seasonal flu shot.
- Create a business continuity plan that details how you will continue to function during or after a flu and infectious disease outbreak.
- Cross train workers so that others can cover job duties if necessary.

[www.ccohs.ca/outbreaks/](http://www.ccohs.ca/outbreaks/)



Staying home when sick and handwashing are the most effective ways to help slow the spread of a virus.

**CCOHS.ca**  
Canadian Centre for Occupational Health and Safety



# REDUCE THE SPREAD OF COVID-19. WASH YOUR HANDS.



1

Wet hands with warm water



2

Apply soap



3

For at least 20 seconds, make sure to wash:



4

Rinse well



5

Dry hands well with paper towel



6

Turn off tap using paper towel



palm and back of each hand



between fingers



under nails



thumbs

1-833-784-4397

@ [canada.ca/coronavirus](https://canada.ca/coronavirus)

✉ [phac.info.aspc@canada.ca](mailto:phac.info.aspc@canada.ca)



Public Health  
Agency of Canada

Agence de la santé  
publique du Canada

Canada

## SERVICE OPERATIONS

Dealership service operations are essential for consumers who need their vehicles for such necessities as work, health care and food shopping. Most provinces that have issued business shut-down orders have exempted vehicle service and repair.

Every vehicle can travel from one place to another, carrying germs from one place to another. When customers drive into your service area remember that their vehicles are hot spots. Utilize cleaning and disinfecting procedures noted below with all customer vehicles. Also remember to maintain physical distancing with customers during service.

Some best practices for dealership service department during the pandemic<sup>1</sup>:

- ✓ Implement extensive safety precautions.
- ✓ Email customers to let them know you are open for service, and that you have implemented extensive sanitization procedures to minimize human contact

and exposure throughout the repair and maintenance process. Inform them if you have suspended loaner programs and closed the customer lounge. Allow them to schedule service appointments online.

- ✓ Expand service hours with additional shifts.
- ✓ Provide pick-up and delivery options.
- ✓ Update your website and any business listings.
- ✓ Wear gloves to pick up customer vehicles. Wipe keys down with an Health Canada approved disinfectant.
- ✓ Provide customers with a video of your complimentary multi-point inspection.
- ✓ Phone, text or email customers to discuss proposed work and gain approval. All communications should follow legal restrictions as discussed below.
- ✓ Process credit card payments electronically, remembering to follow processor guidelines for taking remote payments.



- ✓ Clean the interior of vehicles focusing on human touch points (vehicle "hot spots" described above).
- ✓ Wear gloves when returning vehicles. Return receipts with disinfected (again) keys in a plastic bag.

## HOW TO CLEAN AND DISINFECT VEHICLES

There are several scenarios where cleaning of vehicles may be warranted:

- ✓ When a vehicle is brought in for service and when it is returned to the customer.
- ✓ When a vehicle is taken from inventory for a test drive.
- ✓ When a used vehicle is taken into the dealership as a trade or from auction.

Note: This guide does not provide advice in cases where a driver or other occupant of a vehicle is showing symptoms of COVID-19 or has tested positive.

Standard cleaning and disinfection should focus especially on frequently touched surfaces, including the steering wheel, door handles, gear shifter, cup holders, seat buckles, buttons or touch screens, wiper and turn signal stalks, passenger and driver door armrests, grab handles, and seat adjusters.

Most disinfectants can clean a vehicle's interior without damage. Isopropyl alcohol will work without degrading most plastic or painted chrome, but over time it will degrade leather or imitation leather. It's possible to clean

the exterior surface of soft upholstery with alcohol. Bleach or hydrogen peroxide, however, will damage upholstery, and ammonia-based cleaners will damage vehicle touch screens. Do not scrub too hard, which can cause suds to soak into the fabric and lead to mold growth. Too vigorous scrubbing can also remove dye from leather. Be sure to use a good leather cleaner and conditioner after cleaning leather upholstery.

Be sure hands are washed after vehicle cleaning before and after driving.

## SERVICE TECHNICIAN SAFETY

These measures are intended for the safety of technicians, valets and all those who will have to be in contact with a customer's vehicle.

### Before Leaving Home

- ✓ **Bring all lunches** and snacks in a disposable bag or container.
- ✓ **Go directly** to vehicle or public transportation.

### Arriving at the Dealership.

- ✓ **Change from personal clothing** into CLEAN work clothing.
- ✓ **Observe** proper hand-washing protocols immediately.
- ✓ **Drop off lunches** and snacks.

### AT SHIFT'S END

- ✓ Go immediately to change room, remove work clothing and wash hands.
- ✓ Employer should provide a touch-free bin for employee uniforms.
- ✓ Change into personal clothing.
- ✓ Wash/sanitize hands before leaving the changeroom and wash/sanitize hands after having touched anything prior to leaving the dealership.

### In addition to these steps, technician staff must:

- ✓ **Disinfect** all vehicle surfaces frequently touched by the customer, in particular keys, door handles, steering wheel, gearshift, touch screen, accessories, trunk handle, plastic bags for tires, etc.
- ✓ **Observe** proper hand-washing protocols before entering the customer vehicle.
- ✓ **Wear disposable gloves** when handling any common tools or equipment and dispose of them immediately.





## SERVICE WAITING AREA

- ✓ Wherever possible, request that the customer return to their home while service work is being completed to minimize the number of people in your dealership. If this is not possible, ensure two-metre distancing protocols are being observed.
- ✓ If the weather permits, encourage an appropriately distanced outdoor waiting area.
- ✓ If customers prefer to wait onsite for their vehicle, provide them with a dedicated seat or waiting space and request that they remain in one spot without unnecessary movement throughout the dealership.
- ✓ Disinfect all seats, tables, and other communal surfaces after each customer's departure.

## COURTESY VEHICLES

- ✓ Maintain an electronic registry of available courtesy vehicles with VINs and mileage tracking
- ✓ Avoid the need for unnecessary sharing of paper tracking.
- ✓ Disinfect all vehicles before and after customer use, paying special attention to high-touch areas such as steering wheels, radio dials, gear shifts, and turn signals. Do not forget the door handles.
- ✓ Disinfect keys before and after customer use and store keys in a secure, disinfected location.
- ✓ Note in the electronic registry the date and time of each vehicle's departure and return.
- ✓ Include a notation upon completion of disinfecting, as well as the name of the employee who performed this task.

## SHUTTLE SERVICE

- ✓ **Empower** the dealership shuttle driver to refuse transportation to any individual with signs of illness.
- ✓ **Ensure the shuttle transportation** of only ONE customer at a time.
- ✓ **Ensure that the customer** is seated as far as possible from the driver (ie: rear seat).
- ✓ **Clean the passenger cabin** with disinfectant and pay particular attention to the steering wheel, dashboard, interior and exterior door handles, interior mirror, straps, seats and any other surface regularly touched while driving the vehicle.
- ✓ **Remind the driver to follow all proper health and safety protocols**, including ensuring hands are washed in-between serving each customer, and wearing personal protective equipment where necessary.

## RETURNING CUSTOMER VEHICLES

- ✓ **Clean the passenger cabin** with disinfectant and pay particular attention to the steering wheel, dashboard, interior and exterior door handles, interior mirror, touchscreens, straps, seats and any other surface regularly touched while servicing the vehicle.
- ✓ **Customer should only pick up their vehicle** at a pre-arranged appointment time.
- ✓ **Ask customers to observe** proper hand-washing protocols before returning their keys and ensure the employee returning the keys disinfects them with the customer present.

## IN-DEALERSHIP SALES DURING A PANDEMIC

Federal, provincial and local COVID-19-related business closure orders vary greatly and change almost daily. Several provinces have placed restrictions on new- and used-vehicle sales.

Dealerships that are permitted to remain physically open for sales should let their customers know, by email, their websites, on third-party listing sites, and in search engines and review sites. Dealers should advise customers of the additional safety measures you have implemented.

As an overview, dealers should review the coronavirus disease (COVID-19) pandemic guidance for retailer from the Canadian Centre for Occupational Health and Safety (CCOHS). CCOHS is Canada's national resource for the advancement of workplace health and safety and has provided specialized resources for operating safely during the COVID-19 pandemic. Below is the most recent health and safety good practices, for retail operations during COVID-19. This outline provides guidance to protect dealership workers and customers to prevent the spread of infections<sup>iii</sup>.

### Dealers should:

- ✓ **Make sure** workers know about the virus and how to minimize its spread.
- ✓ **Set a clear policy** for what is expected of workers if they get sick, have symptoms, or if an exposure is reported at the store.
- ✓ **Do everything possible**, under the circumstances, to protect the health and safety of workers and customers by providing adequate information, training, sanitation, and PPE.

### Dealership Employees should:

- ✓ Practice physical distancing by keeping more than 2 metres (6 feet) apart from co-workers and customers.
- ✓ Continue to follow all safe work procedures. If it is unsafe to work, they should talk to their supervisor, health and safety committee or representative, and/or union.

- ✓ Stay home if they are sick or might be sick. Follow the Public Health Agency of Canada's steps for **self-assessment**.
- ✓ Avoid touching their face.
- ✓ Wash their hands at the start of their shift, before eating or drinking, after touching shared items, after using the washroom, and before leaving the store. Remove jewellery while washing.

### STORE SANITATION

- ✓ Increase ventilation and fresh air return where possible.
- ✓ Make sure washrooms are cleaned frequently, have running water, and are stocked with soap, paper towels and a plastic-lined waste container. Visibly dirty hands must be washed with soap and water.
- ✓ Provide hand sanitizer at customer service areas, entrances and exits, checkouts, and help desks.
- ✓ Clean offices, lunchrooms, and workspaces at least once per day, and more often for high-traffic areas and contact surfaces. Focus on frequently touched and shared surfaces such as keys, doors, handles, carts, handrails, light switches, shelves, countertops, drawers, keyboards and mouse devices, touchscreens, payment keypads, cash drawers, pens, tools, phones, radios, vending machines, tables, chairs, and kitchen equipment.
- ✓ Clean shared equipment, phones, and tablets with alcohol or disinfectant wipes.
- ✓ Make sure workers understand the risks and safety precautions when using cleaning products.
- ✓ Provide workers with the PPE they need to safely use cleaning products and make sure they use them correctly.
- ✓ Dispose of used tissues, wipes, gloves, and other cleaning materials in a plastic-lined waste container.
- ✓ Use disposable gloves when handling garbage

### STAFF MANAGEMENT

- ✓ Ask all workers to check in when they arrive for work. Do not allow people on-site if they are sick or might be sick.
- ✓ Minimize contact during sign-in. Have the supervisor do roll call and sign in for people (or provide separate pens), or have people text their supervisor. Clean any sign-in devices between users.



## DEALERS PRACTICES AND POLICIES

- ✓ Make sure workers are trained to work safely before replacing the duties of others.
- ✓ Train workers on how to work with and care for PPE, and to understand its limitations.
- ✓ Minimize unnecessary visitors. Conduct meetings virtually and reschedule non-critical maintenance and service calls if possible.
- ✓ Submit all documents, such as reports and forms, electronically, or wash hands after handling papers.
- ✓ Remove shared cutlery and tableware from lunchrooms.
- ✓ Remove communal coat check areas and shared footwear or clothing. Have workers store their personal items in separate lockers or in sealed bins/bags. Provide designated uniforms that are laundered by a service or encourage workers to wear clothes that can be washed frequently.
- ✓ Stagger meetings, breaks, team talks, and orientations to minimize the number of workers in one place.
- ✓ Hold in-person meetings outdoors or in large areas that allow for physical distancing.
- ✓ Communicate corporate information electronically.
- ✓ Hold worker orientations verbally to avoid touching papers
- ✓ Clearly communicate to your customers any new practices and policies that will affect their shopping or service experience. Post these changes on your website, on the front doors, and via email.
- ✓ If you have returned to your Province in the last 14 days you should not enter the store.
- ✓ Limit the number of customers allowed into the store at one time. Provide a waiting line area outdoors if it is safe to do so.
- ✓ Ask customers to designate one person from the family to do the shopping. The rest of the family should wait in their vehicle, or stay at home, especially children.
- ✓ Add 2 metre (6 feet) markers to floors to promote distancing in aisles, line ups, and self-service cash registers.
- ✓ Shorten store hours or set closure days to allow for deep cleaning.
- ✓ Set designated or assisted shopping hours for vulnerable customers such as seniors or persons who are immunocompromised.
- ✓ Encourage the use of credit and debit cards. Sanitize payment keypads and touch screens between each transaction.
- ✓ Install barriers at cash registers and service areas if available.
- ✓ Remove customer access to touchscreens and computers or sanitize them often.
- ✓ Remove materials that cannot be easily cleaned such as newspapers and flyers, demo and sample items, children's play area toys, and complimentary food and beverage stations.
- ✓ Remove customer coat check areas.

Dealers should describe their retail plan for keeping employees and customers safe both in store and during at-home interactions. This can be posted on your website and might include details such as additional cleaning schedules, increased hand-washing, hand sanitizer availability, and adjusted in-store policies to accommodate social distancing.

## DEALERSHIP CUSTOMER CARE AND WELCOME

Each dealership should install signage indicating that all customers are to proceed to reception upon arrival.

Ensure dealership staff at reception can be safely distanced from customers and have access to appropriate PPE, including masks, gloves or plexiglass shielding.

Customers should be directed to sanitize their hands upon arrival, prior to meeting with any dealership staff.

Limit the number of customers involved in each sales meeting to two (2) to minimize contact with dealership staff.

Digitally record the arrival time of the customer(s), including name and contact information.

Reception should advise the appropriate product specialist or dealership staff of the customer's arrival. The staff member should meet the customer at reception to minimize customer movement throughout the showroom.

## GUIDELINES FOR PRESENTING VEHICLES TO CUSTOMERS

Staff member should unlock the vehicle and keep the key on their person at all times.

Keep a digital record of all vehicles presented to customers, including name, contact information, and staff member name.

Lock the vehicle after presentation and return the key to the staff member responsible for cleaning and disinfecting keys.

Disinfect all vehicle surfaces touched by the customer during the presentation, including keys, door handles, steering wheel, gearshift, touch screen, accessories and trunk handle.

Digitally record the vehicle as disinfected, noting the time.

## TEST DRIVES

If the dealerships are permitted by provincial health officials to offer remote test drives and home delivery, these services need to be safe.

Dealerships should make all employees and customers aware of changes to policies around test drives. This should include details on less employee/customer contact and physical distancing practices during these interactions.



Provide gloves for when they handle the vehicle or customer paperwork and when test driving is **legally permitted**, the staff member responsible should:

1. **Wash hands prior** to departing and advise the customer(s) to do the same, either with soap and water or with an alcohol-based hand sanitizer.
2. **Take a photo** of the customer's driver's license without touching the physical license.
3. **Select a disinfected** vehicle OR ensure the customer's selected vehicle is properly disinfected prior to departing.
4. **Allow the customer** to test the vehicle only in a prescribed radius of the dealership, limiting the length of the test drive.
5. **Staff member** should accompany the customer, sitting in the back seat of the vehicle.
6. **Wash hands** upon returning to the dealership and advise the customer(s) to do the same, either with soap and water or with an alcohol-based hand sanitizer.
7. **The customer** should lock the vehicle after presentation and return the key to the staff member responsible for cleaning and disinfecting keys.



## **SIGNING SALES DOCUMENTS**

Ensure a designated space within the dealership that respects the privacy of the customer(s) and affords the appropriate 2 metre distance between customer(s) and staff member.

Install a protective plexiglass screen in the designated space if the 2 metre distance cannot be provided.

Disinfect all surfaces in the designated space, including tabletops, desktops, chairs, and any electronic devices present.

Provide the customer(s) with a disposable pen or clean pen to keep.

Customer(s) and staff members should observe proper hand-washing protocols immediately upon completion of signing.

## **EVALUATING VEHICLES FOR TRADE**

Any employee(s) carrying out the evaluation of vehicles for potential trade should wear protective gloves throughout the process and observe proper hand-washing protocols immediately upon completion of the evaluation. Dealership should consider providing disinfecting wipes to the customer to properly sanitize the vehicle interior upon completion of the evaluation.

## **ACCEPTING VEHICLES FOR TRADE**

Out of an abundance of caution, dealership should leave traded vehicles to sit idle and locked for 48 hours prior to a staff member commencing disinfecting, cleaning and detailing.

## **DELIVERY OF VEHICLES**

Delivery of vehicle to customer must be done at the physical dealership, preferably in an outdoor location designated for this specific purpose. Some jurisdictions have made exceptions.

Dealership staff should ensure full sanitization of the vehicle interior, as well as all door and trunk handles, prior to providing the customer with the keys. Keys should also be fully disinfected before presentation.

Dealership staff must maintain the recommended 2 metre distance from the customer during the delivery process and must not enter the vehicle with the customer.

A full demonstration of the vehicle's features should be provided virtually, ie: through online video, FaceTime, etc.

## **ONLINE SALES**

Canadian Legislation and regulations on in-dealership vehicle sales are provincial. During this current crisis the allowance and rules vary widely. Dealers should check with their provincial associations for the most up to date rules governing online sales.

Those dealerships allowed to conduct online sales should seize this opportunity, e-commerce allows both dealers and customer to keep moving forward in the purchasing process.

Again, just as you do with service and in-dealership sales, let your customers and prospects know that you are open for online business. Include information about your safety measures and comply with marketing restrictions that apply to emails, text messages, phone calls, and other forms of communication.

# APPENDIX A: USING DISINFECTANTS CORRECTLY & STEPS FOR HIGH TOUCH AREAS

## DISINFECTING PROTOCOL QUICK TIPS

- ✓ Cleaning and disinfecting are different things. Sterilizing is something else as well. During the COVID-19 crisis, the goal is to disinfect the surfaces in the workplace that will be responsible for transmission, which means that we want to kill germs on any of the surfaces we touch.
- ✓ You must clean the surface before you disinfect it. Clean first, then disinfect.
- ✓ Hospital grade bulk disinfectant solutions **MUST** stay on the surface wet for 10 minutes to kill viruses.
- ✓ Consumer level products (prepackaged wipes and sprays) are generally no more powerful than hospital grade and must also follow the 10 minutes wet air-drying procedure, unless otherwise specified on the label. If it's not wet for 10 minutes (or four minutes in the case of some of the bleach-based wipes), you will need to use more of the product.
- ✓ For any electronic device or control panel that needs to be disinfected, always spray the disinfectant onto a cloth and then wipe the device. Never spray liquids, including disinfectants, onto your electronics as it will damage them.
- ✓ Do not use your cleaning cloth for disinfecting.
- ✓ Do not use your disinfecting cloth on more than one area before retiring it.
- ✓ Don't use the same solution all day. The active ingredient will lose its potency or evaporate and no longer be effective. Mix- up no more than a half day supply when mixing your own.
- ✓ Avoid workers sharing any tools or workstations. If this is unavoidable, then these should be disinfected between personnel using them. Mix bulk disinfectant solutions and disinfect each tool immediately after use

so that it has time to air dry for 10 minutes before the next person uses it. If no one else is in these areas, no transmission risk exists so keep the workstations to single persons as much as is possible.

- ✓ For single person workstations and tools, have each person disinfect their tools area at the start and end of each shift.
- ✓ For multi person workstations or areas, use tape, paint or other markings to separate the area and have people stay in, and disinfect, their own sections of the workstation or area. Provide a clear SOP on the steps each worker should take and the timing, with visuals where possible. The virus transmits in droplets and keeping your people as separate as possible is paramount.

### NOTE

These recommendations are for non-porous surfaces. Surfaces that have pores (seat cushions, etc.) have holes in which virus can hide and if the chemical can't touch the virus, it won't be killed. Keep in mind though, that if the chemical can't get to the virus to kill it the likelihood that a person will be able to contact the virus is also diminished.

Wherever possible, remove high-touch porous surfaces as porous materials require a steam cleaning system to kill contaminants and this will likely not be feasible for daily use.

## STEP-BY-STEP PROCESS FOR DISINFECTING SURFACE WITH AN INDUSTRIAL DISINFECTANT SPRAY

On television and in commercials we often see a user gracefully misting a surface from 4 feet above, which is at best a dramatic re-enactment or an artist's rendition of what disinfecting surfaces looks like. In real life, disinfecting requires a much greater effort.

General Use Procedure for Bulk/ Industrial Grade Disinfectants

- ✓ Wear disposable gloves.
- ✓ Brush all dry solid materials/ dirt off the surface to be cleaned.
- ✓ Wipe the surface with an all purpose-cleaner first before disinfecting.
- ✓ Spray the chosen disinfectant ([Health Canada list here](#)). Disinfectant must sit on the surface for 10 minutes without drying to kill COVID-19. If the disinfectant has dried before 10 minutes, re-apply. Do not bathe or soak your keyboards, electronics, and other operator controls in disinfectant. Always spray disinfectant onto the cloth, not the electronics.
- ✓ To disinfect the reusable cloths, place them in the normal laundry with liquid detergent. Remember to disinfect the laundry hamper where the contaminated cloths were stored for laundering.
- ✓ Wipe the surface clean with a disposable cloth after 10 minutes. Discard the disposable cloth in a bag separate from the rest of the general waste in your shop, which should go directly to the bulk waste (big garbage bin outside) when full.
- ✓ If disposable cloths are not an option, use microfibre cloths. A new area of the cloth should be used for each surface (fold your cloth in half, and then in half again - in your head, imagine that you now have four cleaning surfaces with that one cloth, and use "one cloth" per surface to be cleaned) and replace the cloth afterward.

## PRE- PACKAGED DISINFECTING WIPE INSTRUCTIONS

Each wipe style product has its own disinfecting procedures. Read the label instructions or visit the manufacturers' website (Clorox, particularly, has good information on how to properly use their products). A quick wipe or light misting will not effectively kill the virus.

- ✓ To kill COVID-19 the specific instructions for your product must be followed.
- ✓ If you can't find the instructions for how much of the product to use, the 10-minute air dry procedure is the default.
- ✓ To determine if your disinfectant will actually kill COVID-19, review [Health Canada's list of products here](#).
- ✓ Generally, look for these ingredient names in the product that you are thinking of purchasing:
  - At least 70% or anhydrous alcohol
  - Benzalkonium Chloride
  - Hydrogen Peroxide
  - Bleach (often written as "Sodium Hypochlorite")
  - There are others, but these are the most commonly-used products

## WHO NEEDS TO KNOW THIS

Who will be cleaning at your facility. Everyone should be responsible for cleaning and disinfecting their own workstation and shared tools to prevent transmission among and by the staff performing the cleaning. For shared areas, designate someone internally or increase external presence to meet the above cleaning schedules. Consider SOPs or tracking sheets for a consistent schedule and accountability.

Here is a list of areas in your facility that may receive the most contact from potentially ill persons that also allow COVID-19 to survive for long enough to transfer to someone else. There are more. Think about the surfaces that you personally touch on your way to the lunchroom, the washroom, and in your personal workspace. These are the surfaces that need to be disinfected most often.

## HIGH TOUCH ITEM

### Door Handles

### Lunchroom Tables

### Shared Printer/ Fax Machine Desks

### Countertops

### Toilet Seats/ Bathroom Stall Handles

### Computer Mouse Devices

### Time Clock/ Punch Clock

### Light Switches

### Microwave Handles and Keypads

### Breakroom Cabinets

## MITIGATION OPPORTUNITIES

For the duration, ask for internal doors to be propped open. Place hand sanitizer station next to external doors to allow for hand cleaning after touching door handles.

Stagger breaks to ensure all personal understand how to disinfect and supply the disinfectant product and disposable cloths in the lunch room. Locate hand sanitizer stations near the break room exits.

Designate one person to load and disinfect the machine.

Designate single person use or supply disinfectant training and equipment. Monitor and enforce disinfecting procedures, as described above, especially early on to create good habits surrounding disinfecting shared surfaces.

Increase professional cleaning frequency. Make all staff aware of how often they touch their faces between using the stalls and washing their hands.

Teach all staff good hand washing procedures (**such as here**). Focus on the dirty hand turns on the tap, hand gets clean, use a paper towel to turn off the tap.

Designate single-use computer mouse devices where possible and single person workstations. Stagger arrival time where possible, relax your attendance policy to allow for physical distance between the workers during sign in. Consider whether an actual punch in is required, or if it is possible to have support staff monitor the entrances with a paper attendance sheet and check off people as they arrive.

Turn the lights on once per day and disinfect at the start and end of shift. Never spray liquid disinfectant directly onto a light switch.

Use personal "dialing wands" that can then be washed with soap and water or designate a single person to operate the door and timing buttons (the lunch owner will still load the microwave).

Where possible take the doors off and put them in storage. Disinfect them first before handling them.



## HIGH TOUCH ITEM

### Keyboards

### Remote Controls

### Operator Control Stations

### Shared Tools

### Alarm Panels

### Phones

### On/ Off Buttons

### Vending Machines

### Faucet Handles

### On/ Off Buttons

### Huddle board markers

## MITIGATION OPPORTUNITIES

Where possible designate a single person to use the item. Disinfect between each operator. Always spray liquid disinfectant onto a cloth, never directly onto electronic devices.

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Inform workers of the risk. Use personal "dialing wands" that can be washed (metal or plastic) with soap and water after use or install hand sanitizer stations next to the vending machines.

Post good hand washing technique posters in the washrooms (**such as this one**) and have the leadership team instruct ALL personnel in the correct technique.

Where possible designate for single use. Disinfect between each operator. Always spray liquid disinfectant onto a cloth, never directly onto electronic devices.

Each person who needs to write in information on huddle boards should be provided with his or her own marker.

This is not an exhaustive list and you may not have some of these high touch areas, or you may have other items unique to your business that require extra attention that are not on this list. Share this list with your team and ask them to pay close attention to what they're touching over the next couple of days that isn't already on this list and add to them as you go.

## APPENDIX B: CONSIDERATIONS IN THE USE OF HOMEMADE MASKS

While the primary cause of COVID-19 transmission is people who are symptomatic, there is increasing evidence that some COVID-19 infected people never develop symptoms or are not yet sick and are able to transmit the virus.

Canadian Health officials and the Public Health Agency of Canada have agreed that wearing a non-medical mask – even if you have no symptoms – is an additional measure individuals may take to protect others, particularly in situations where the recommended physical distancing cannot be maintained.

Wearing a non-medical mask will not prevent you from getting sick. However, it is another way of covering your mouth and nose to prevent your respiratory droplets from contaminating others or landing on surfaces.

- ✓ People should also be aware that masks can become contaminated on the outside or when touched by hands.
- ✓ Avoid moving the mask around or adjusting it often.
- ✓ Masks should not be shared with others.

A homemade mask does not replace proven public health measures. The best way to prevent the spread of COVID-19 is to continue to:

- ✓ Stay home as much as possible;
- ✓ Practice physical distancing;
- ✓ Wash your hands for at least 20 seconds with soap and water; and
- ✓ Cover your cough or sneezes with tissues or your sleeve.

Individuals choosing to wear a non-medical mask need to understand their limitations and how to safely use them. Information is available on the Public Health Agency of Canada website: Considerations in the use of homemade masks to protect against COVID-19. Information on how to make a non-medical mask and how to properly put on or remove a non-medical mask can be [found here](#).

Dealerships need to consider this advice and the use of non-medical masks where appropriate.

### NOTE

This information is intended as minimum best practice guidance, not as medical or legal advice. Information about the Coronavirus changes rapidly. Always refer to a public health authority for medical advice, and consult legal counsel regarding legislative concerns.

### ENDNOTES

- i CCOHS.CA, April 15, 2020
- ii Driven, NADA Management Series L61 “A Dealer Guide - Safely Operating Your Dealership During A Pandemic”
- iii CCOHS.CA, April 15, 2020