



# CAR DEALERSHIPS CHECKLIST

## SAFE RETURN TO BUSINESS



WINDSOR-ESSEX REGIONAL  
Chamber of Commerce

For more detailed recommendations and links to additional helpful resources, please review the **“Safe Return to Business: A Public Health Toolkit for the Windsor-Essex Business Community”** document from the Windsor-Essex County Health Unit. *This checklist is meant to be a guide for businesses and should not take place of any legal advice or rules put in place by any governing body or legislation.*

*\*\*This document is subject to change and is current as of August 12, 2020 (Stage 3)*

### COMMUNICATION TO STAFF AND CUSTOMERS

- Inform customers about your re-opening timeline and changes to how your business will operate. Use as many methods of communication as possible, such as subscribed email lists, direct customer phone calls for urgent matters, social media, and your website.
- Post signage at entrances and throughout the building that clearly communicate procedures for physical distancing between staff and customers. This include posters and floor markings such as instructional tape/stickers that direct the flow of people or customers waiting for services, including any outdoor waiting areas. Examples of signage can be found in Appendix B in the [Toolkit](#) or at [wechu.org/cv/resources-downloadable-signs](http://wechu.org/cv/resources-downloadable-signs).
- Post signage to communicate entry procedures such as [hand sanitizing, cough and sneeze etiquette](#), wearing of cloth masks, and/or screening for symptoms.
- Ensure employees are aware of common [COVID-19 symptoms](#) and instruct them to complete a daily [COVID-19 self-assessment](#) before reporting to work.
- Ensure customers and staff know to stay home if they are sick.
- Provide training to employees on effective [hand hygiene practices](#) and if required, the [proper way to put on and remove PPE](#) such as masks, face shields, gowns, and gloves.

### POLICIES AND PROCEDURES

- Create policies and procedures that outline roles and responsibilities of the employer and the employee, including [cleaning and disinfection of the workplace](#), how workers can report signs of illnesses, how to handle potentially high levels of employee absenteeism, staff return to work after COVID-19 illness, and how work will be scheduled.

- Create a response plan to handle an employee or customer who becomes ill while at work or in your business.
- Decide which staff will be returning to work and what job function they will be assigned to. Consider staggered staff return dates and times to minimize large groups arriving at once.

### HEALTH AND SAFETY CONSIDERATIONS

- Order an adequate supply of approved disinfecting solution or wipes, and an alcohol-based hand rub (hand sanitizer) with a minimum of 60% alcohol content, liquid hand soap, and paper towels. These should be easily accessible to employees.
- Print and display posters describing proper methods of hand washing and hand sanitizing.
- If a building has been shut down for an extended period of time, it is important to perform a general building inspection that includes:
  - Security system checks.
  - First aid supply checks.
  - Ensuring all tools and equipment are in good working order.
  - Discarding any expired or spoiled inventory.
  - Checking for evidence of pest/rodent infestation such as droppings.
  - Checking the HVAC system to ensure it is in good working order and replace filters if necessary.
  - Flushing all drinking water taps for at least 5 minutes.
  - Performing a deep cleaning and disinfection throughout the business.
- Complete any needed modifications in areas where there will be staff and/or customers, to assist with physical distancing and proper cleaning and disinfection. For example:
  - Install Plexiglas barriers at check-outs and/or between workers who must work in close proximity to each other.
  - Replacing fabric/plush furniture with hard surfaces that can be easily cleaned and disinfected.
  - Providing additional garbage bins for safe disposal of used PPE, tissues, and paper towels.
- Choose your information sources wisely. Check the [WECHU website](#) regularly for updates and helpful resources and bookmark official municipal, provincial and federal government websites.
- If required, order [supplies](#) including disposable masks for customers and disposable or reusable masks for staff. Medical masks should not be used as these are being conserved for health care workers. Print and display posters describing [proper usage](#).

## OTHER REQUIREMENTS AND RECOMMENDATIONS

- Employees and clients at car dealerships are mandated to wear face coverings under the [class order](#) issued by the Medical Officer of Health.
- Identify the maximum number of customers that can be in the showroom based on health & safety guidelines. When possible, connect with customers virtually.
- Business or facilities open to the public shall limit the number of persons in the place of business or facility so that every member of the public is able to maintain a physical distance of at least two metres from every other person in the business or facility, except where [Schedule 2](#) allows persons to be closer together.
- Reschedule or cancel any unnecessary visits to the workplace by supply chain partners, vendors, delivery people, or others who are not essential for operations.
- Adopt a cashless, no touch method of payment and practice hand hygiene after handling customer's personal items such as credit cards and car keys.
- Complete sale and lease contracts virtually to minimize the requirement for direct client contact. If this is not possible, complete paperwork in an area that allows for physical distancing.
- Ensure employees use their own equipment, tools, computer screens, keyboards, mice, and phones in service areas and workstations. Where this is not possible, ensure appropriate cleaning between each use.
- Implement enhanced vehicle protection, cleaning and disinfection practices. This would include using disposable coverings (e.g., seats, steering wheel, shifter) as well as wiping down the vehicle door handles, steering wheels, shifters, and controls, prior to servicing a customer vehicle, or after a customer test drives a vehicle from your lot. Be sure to use an appropriate cleaning agent that is effective as well as safe for interior vehicle surfaces.
- Ensure adequate physical distancing is possible in customer lounge areas or waiting areas. Consider closing these spaces if this is not possible.
- Modify dealership test drive policy to exclude a personnel ride along.
- If providing a shuttle service for customers, transport only one customer per ride and ensure they are seated as far as possible from the driver. Review the WECHU guidance document for "[Taxi and Rideshare Services during COVID-19](#)" for more information on safely offering a shuttle service.