

Industry Best Practices: Auto Repair Shops & COVID-19

The COVID-19 situation is rapidly changing and evolving. Please be sure to stay up to date by [checking the CDC website regularly](#).

What do I do?

■ [Common Issues Your Business May Encounter](#)

- **Ensure business continuity and delivery of first-class services while demonstrating care for staff welfare, reducing the risk of exposure to and spread of COVID-19.** (Paraphrased from the [CDC website](#))

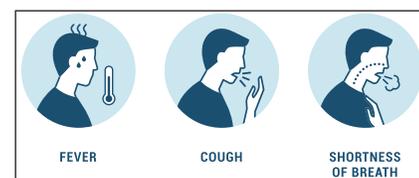
■ If an employee has concerns about coming into work...

- Educate them on [how to prevent](#) getting the virus.
- Reassure employees by explaining sanitization procedures for the shop, vehicles, etc.
- Provide gloves and disinfectant to technicians to [sanitize work](#) area.
- Practice [social distancing](#) as much as possible within the shop environment.
- Provide links from ASA to employees for them to access COVID-19 resources to help educate them and allay fears.
- Respect the employees wishes where possible, or if your area mandates staying at home.



■ If an employee is exhibiting [symptoms](#) or has a confirmed case...

- Notify supervisor, stay/go home and follow [CDC-recommended steps](#).
- Inform fellow employees of possible exposure (confidentially) and to monitor themselves for [symptoms](#).
- Begin the [workplace sanitation](#) process and continue the practice of [social distancing](#).

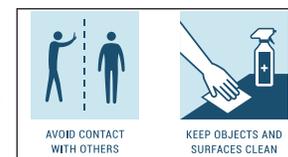


■ If an employee returns from an area with a confirmed case...

- Notify supervisor and instruct them to monitor themselves for [symptoms](#). Checking your temperature with a digital thermometer in the morning and evening is one way to look for symptoms early.
- Maintain [workplace sanitation](#) and continue the practice of [social distancing](#).

■ [Tips from Shop Owners: Steps to consider when working with a customer](#)

- Offer pick-up and drop-off service for vehicles.
- Sanitize keys, key fobs and the vehicle before and after service. Wipe down all surfaces and controls touched by the driver or technician.



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■ **Tips from Shop Owners: Steps to consider when working with a customer (continued)**

- Use technology like smartphones, email, etc. to communicate, provide estimates and get repair authorizations.
- Digital vehicle inspections are a great way to show what the vehicle needs and to explain estimates electronically.
- Close waiting rooms or limit customers in the reception area.
- Practice [social distancing](#).
- Allow for customers to drop off and pick up vehicles after hours (most shops already do this) as normal using a “night drop” box/slot to limit personal contact.



What is available?

(Information taken from other sources)

■ [ASA COVID-19 Response Website](#)

■ **Virtual Training Opportunities:**

- [ASA Webinars](#)
- [ASA Podcasts](#)
- [AMi Training](#) (ASA Members get a 20% discount)



■ [Customizable Flyer](#) to share with customers

■ [Social Media Toolkit](#) and other materials (in English and Spanish)

■ [Formulas for Do-It-Yourself Disinfectant](#)

■ [Common Household Products to Destroy the Coronavirus](#)

■ [Kill the Coronavirus in Your Car Without Damaging Interior Surfaces](#)

■ [Never Mix These Cleaning Products](#)

■ [Safely Cleaning Vehicle Interiors from Consumer Reports](#)



How can ASA help?

■ [ASA Efforts in Washington, D.C.](#)

■ [ASA Members Only Facebook Group](#) for current news, information & discussion

■ Still have questions? Please contact us at (817) 514-2901 or via [email](#).

If you are not a current ASA Member, please consider joining to take advantage of all the support ASA provides. For more information about membership [CLICK HERE](#) or contact ASA's Director of Member Services at (817) 514-2924 or via [email](#).

