

# COVID-19 PREVENTION & RESPONSE PLAN

05.26.2020

Business Name: \_\_\_\_\_

All employees must collectively put in every effort to the best of their capability to minimize exposures at workplace and hence reduce the risk of disease. We all commit to using these checklists with accompanying guidelines to protect employees and public in our facility from the coronavirus. Copy of this booklet is being distributed to each employee. This document, prepared on May 26, 2020, will be subject to amendments by the management at this facility based upon subsequent directives and information received from the local, state, or national agencies.

## Staff Responsible for Implementation

Service Manager: \_\_\_\_\_

Parts Manager: \_\_\_\_\_

Business Manager: \_\_\_\_\_

General Manager: \_\_\_\_\_

## COVID-19 Compliance Coordinator

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

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## I OVERVIEW

In March 2020, in response to the World Health Organization's declaration of a global pandemic and its escalating impact, many state governments issued orders requiring nonessential workers to stay at home to minimize the spread of the coronavirus and COVID-19 disease. Local and state governments placed restrictions on businesses' operations. Now, states are beginning to permit opening of businesses with certain restrictions.

The complete impact of coronavirus on health and all symptoms of the COVID-19 disease are not yet fully known. COVID-19 is a highly contagious severe acute respiratory syndrome. The virus has a high degree of morbidity and fatality as compared with the seasonal flu. Since some individuals infected by the coronavirus are asymptomatic (do not show symptoms), isolating them without testing is difficult. The virus enters the body mainly through the nose, eyes, and mouth. Since people often touch their eyes, mouth, and nose, hand washing has become crucial in fighting the disease. Disease transmission is via coughs or sneezes from an infected person that reach others in proximity (6 feet). Hence the social distancing and face mask mandates. Masks have been subject to criticism as their efficacy has been debated. Studies have indicated that a single sneeze can release up to 30,000 droplets traveling at 200 mile per hour! Masks collect the droplets from sneeze and cough and protect the person who would be on the receiving end of those droplets if not for their mask protection. The virus has a unique exposure route from the toilet flush after use by an infected person. The toilet flush can launch the virus via a water droplet and when the water evaporates, and the virus can be inhaled into lungs. Keeping the toilet seat covered when flushing and minimizing the time spent around the toilet reduces exposure to the virus.

Currently, testing for the virus is not available easily or uniformly. No medicine has been found to provide an effective cure, though some show promise. An effective vaccine seems months away and then, once developed, will need to be manufactured in quantities great enough to supply the entire US population.

New illnesses, including those that affect multiple organs, are being periodically reported in various demographics. Reported cases range from mild to severe illness, sometimes resulting in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions (including heart disease, lung disease, and/or diabetes), are at higher risk of illness, hospitalization, and serious complications. Transmission is most likely to occur when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the known incidence (number of cases) and mortality (deaths from COVID-19 and associated conditions) by industry and occupational groups, including critical infrastructure workers, is not currently available. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring and/or transmitting COVID-19 infection while at work. Examples of these workplaces include long-term care facilities, prisons, food production facilities, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, management of this business is taking all possible steps to ensure the safety of workers and the public. Key prevention practices include:

- Physical distancing of six feet, to the maximum extent possible.
- Use of face coverings (where other respiratory protection is not required) by employees and all others in the facility. Gloves will be worn as required at the facility.
- Good facility ventilation.
- Frequent handwashing and regular cleaning and disinfection of surfaces.
- Training employees on minimizing coronavirus contagion and health risks.

In addition, it is critical to have appropriate processes in place to identify cases of illness in the workplace and, when identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

## **II PURPOSE**

Management is implementing these guidelines to create and maintain a safe environment for workers by adopting policies and educating all employees. This document is not intended to revoke or repeal any employee rights, either statutory, regulatory, or collectively bargained, is not exhaustive as it does not include local health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those by OSHA or local regulatory agencies.

We will attempt to stay current on changes to public health guidance and local city, county and state orders as the COVID-19 situation continues and to amend this plan to incorporate any specific additional requirements. OSHA and the CDC are updating safety and health guidance on their websites. Employees are encouraged to review OSHA regulations, CDC guidance, & local directives.

## **III WORKPLACE ASSESSMENT**

The management team as listed on page 1 of this document will conduct an assessment of the facility to ensure compliance with CDC distancing norms, establish screening protocols for entrants to the facility, implement training protocols, adopt policies and procedures for employees conducting various operations in light of exposure to the virus, install cleaning and sanitizing procedures of both the workplace and vehicles leaving and coming into the dealership, and undertake other steps that the local and state agencies may mandate on a general or facility-specific basis. Management is aware that the coronavirus and COVID-19 disease situation is rapidly evolving and changes that are not included in this document may be undertaken as needed. The COVID-19 Checklist provided at Appendix E must be utilized to evaluate compliance. Document the affirmative steps undertaken. Posters, also linked in Appendix E, must be used as signage throughout the facility. Checklists issued by local jurisdictions must be completed as well.

## IV WORK SPECIFIC GUIDELINES

We have written these worksite-specific COVID-19 prevention plan for our facility. We have performed a risk assessment of all work areas and designated a person in each department to implement this plan. In the event there is a COVID-19 outbreak at our facility, the General Manager will contact the local health department to communicate information related to the outbreak and institute contact tracing among impacted employees at this facility. Business will comply with all local guidelines to disinfect and sanitize the facility and restrict access as needed following an outbreak.

## V TRAINING

### 1 - Managers are required to reduce, identify, and address job-specific risks involved:

- a. Train/communicate with employees/their representatives on developing circumstances.
- b. Regularly evaluate workplace for plan compliance, document and correct the deficiencies.
- c. Investigate any COVID-19 infection on site to determine if work-related factors could have contributed to the risk of infection. Update the plan as needed to prevent further cases.
- d. Identify close contacts to an infected employee or visitor and take steps to isolate COVID-19 positive employee(s) and their close contacts. *“A close contact is someone who was within 6 feet of an infected person for at least 15 minutes starting from 48 hours before illness onset until the time the patient is isolated. They should stay home, maintain social distancing, and self-monitor until 14 days from the last date of exposure”* ([CDC](#) downloaded 051520). OSHA adds unprotected contact is important in determining close contact. Also, shorter term exposure may count as close contact, especially if a person is exposed to infectious secretions (e.g., sneezes, coughs) when not wearing PPE ([OSHA](#), downloaded 051520). Persons wearing proper PPE have lower risk of exposure.
- e. Follow the guidelines in this document to prevent workplace illnesses that may cause operations to be limited or shutdown.

### 2 - Employee Training includes information on:

- a. COVID-19, how to prevent it from spreading, and which underlying health conditions make individuals more susceptible to contracting the virus.
- b. Conducting self-screening prior to entering facility, including temperature and/or symptom checks using the CDC COVID-19 Self-Assessment Tool (App). Employees must honestly answer each App question and take appropriate action as listed upon completion of assessment. Employees without access to the screening tool may ask their manager to run the application.
- c. Importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.

- d. Seeking medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Self-isolation must cease and medical intervention at a hospital must begin. Updates and additional details are available on the CDC's website.
- e. Importance of frequent and proper handwashing with soap and water for 20 seconds. An alternate, per the CDC, is the use of hand sanitizer with at least 60% ethanol or 70% isopropanol for situations when employees cannot get to a sink or handwashing station.
- f. Importance of physical distancing, both at work and off-work (see Physical Distancing section below for protocols on-site and while demo/test driving).
- g. Importance of never sharing personal protective equipment (PPE), minimizing all other sharing, and cleaning any shared equipment before and after use.
- h. Proper use of, reasons for, and limitations of face coverings, including:
  - Face coverings do not protect the wearer and are not PPE.
  - Face coverings can help protect people near the wearer; they do not substitute for the need for physical distancing and frequent handwashing.
  - Wash or sanitize hands before and after donning or adjusting face coverings.
  - Avoid touching any part of face, especially eyes, nose, and mouth.
  - Wash non-disposable face coverings after each shift.
  - Disposable face masks are for one time use only.

## VI SYMPTOM REVIEW & TEMPERATURE SCANNING

The CDC guidelines require that employees with body temperature of 100.4 degrees Fahrenheit or more be isolated and where needed, seek medical attention. We will implement symptom review and/or temperature scanning for all workers entering the facility at the beginning of their shift and others, as needed. **Employees must remain cognizant that there are asymptomatic people who may carry the active virus in their body but never develop any symptoms. Also, there are presymptomatic people who have been infected and are incubating the virus but do not show any symptoms yet.** See Appendix H for log. The silent transmission of this disease makes it harder to detect than other infectious diseases. Employees who have been sick with the virus must stay in isolation for at least 10 days after the first sign of symptom(s) and should follow treating physician directives before returning to the facility. See [www.cdc.gov](http://www.cdc.gov) for further details.

We will ensure that the temperature/symptom scanning individual ("screener") avoids close contact with those being screened to the extent possible. We will purchase and use infrared thermometers that are FDA approved and that can operate accurately from a distance. Both the screeners and the screened must wear face coverings during the screening. Temperature scanning will involve steps:

- a. The screener will wear a face shield in addition to face mask and other body covering.
- b. Screener will maximize distance from the person being screened and ask the person if they are sick as listed in V.2.c above or is aware of any symptoms. If the person answers in the negative, then the screener proceeds with scan. If there are multiple employees

being screened, all must maintain 6 feet distance from one another. If needed, perform the screening in shifts to maximize distance between employees being tested.

- c. We will honor employee privacy and address sick employees as listed in our HR policy.
- d. Employees will be paid for time they have to wait for their temperature being taken.

## **VII OTHER EMPLOYER POLICIES**

Management requires workers who are sick or exhibiting symptoms of COVID-19 to stay home. Time off is compensable per the business' HR policy.

We are placing the CDC poster "Stop the Spread of Germs" at each entrance. It gives guidance on hygiene that is helpful in preventing the spread of COVID-19.

Employees are instructed and reminded to wash hands properly for 20 seconds frequently throughout the day. Hand sanitizer is available at multiple locations on the premises as an alternate for when access to a handwashing station, sinks, soap, and water is limited.

We provide and mandate that workers use all required personal protective equipment (PPE). Employees who have concerns or are unable to use PPE for any reason must inform their supervisor.

Face coverings are mandatory for employees that are in the vicinity of others. Workers are required to wear face coverings when at work, anywhere in facilities, service areas, showrooms, driveways, offices, and in vehicles for work-related travel with others. Face coverings must not be shared. We require all visitors and customers to wear face coverings prior to entering our facility. Face masks are available at no cost to customers, vendors, and visitors at our facility. Employees must take reasonable measures to remind the public that they should use face coverings.

Disposable gloves are available to all employees and are mandatory for shop and custodial staff. Other staff members touching unprotected surfaces or surfaces that come in contact with multiple people must always wear gloves. See employee training supplements attached as Appendices A, B, and C.

## **VIII CLEANING SUPPLIES + DISINFECTING PROTOCOLS**

Custodial staff will be trained per Appendix A to perform thorough cleaning throughout the facility, paying special attention to high traffic areas such as showrooms, vehicles displayed in the showroom (e.g., door handles, seat adjustment controls, etc.), waiting areas, break rooms, toilets, handwashing facilities and areas of ingress and egress including stairways and elevator controls, if any. Custodial staff has been instructed to provide and refill hand sanitizer dispensers throughout showrooms, lobbies, and service areas, for use by customers and employees.

Staff is also required to clean touchable surfaces, including, but not limited to, working surfaces, keys, and stationary and mobile equipment controls, between shifts or between users, whichever is more frequent. Staff must frequently disinfect commonly used surfaces, including counters, credit card machines, touchscreens, doorknobs, armrests, door handles, vehicle keys, and vehicles displayed in the showroom (door handles, seat adjustment controls, radio).

Employees are directed never to share PPE and to avoid sharing phones, tablets, office equipment, tools, pens, etc. whenever possible. Employees are also required to regularly clean and sanitize shared equipment, such as time clocks, payment portals, pens, and styluses between each use. Disposable pens have been provided to eliminate pen sharing.

We have equipped terminals, desks, and help counters with proper sanitation products, including hand sanitizer and sanitizing wipes, and have provided personal hand sanitizers to all staff who directly assist customers. We will ensure that toilets and hand washing sinks stay operational and remain stocked and will provide additional hand sanitizer when needed.

We will only use products approved for use against COVID-19 by the Environmental Protection Agency (EPA)-approved list and employees must follow product instructions. The Safety Data Sheet (SDS) for each of the chemicals we use have been placed on the SDS portal for employees to access. Employees must don proper PPE and use chemicals only as instructed in the SDS. In instances where dilution of the concentrated sanitizer is required, additional PPE may be required during the dilution phase. Hazard Communication training must be completed on the E-Learn portal prior to the handling and use of chemicals. Employees must understand that for a sanitizer to be effective, it must be diluted as listed by the manufacturer. Overly diluted solution will not be effective. Other diluted household bleach solutions (5 tablespoons per gallon of water) or alcohol solutions with at least 70% alcohol that are appropriate for the surface are also effective against the virus. Care must also be taken so that bleach and other chemicals do not encounter surfaces that may be damaged or undergo irreversible change.

The CDC recommends that hard surfaces be cleaned with a soapy solution, followed by a disinfectant. Some disinfectants require that the surfaces be kept wet to complete the full action of the disinfectant. Soft surfaces such as sofas, draperies and carpets must be cleaned with disinfectant or soap and water as practical. Launder shop rags and other cloth material at the hottest recommended setting.

## **IX AUTOMOBILE SANITIZING**

All employees are required to sanitize vehicles prior to and after completion of work. Vehicles that return from test drives or from being used as rentals are required to be sanitized as well. Utilize the chemical and procedures provided at the facility. Sanitizers must be used in proper concentration and applied according to manufacturer specifications to have the appropriate sanitizing effect.

Technician training requires employees to keep windows down and minimize time spent inside the passenger compartment. Staff must use protective barriers such as disposable mats and seat



covers when applicable, such as during test drives and moving vehicles. Seat covers, steering wheel covers, and gear shift covers are to be used as well to minimize exposures.

Technicians will be provided with adequate time for cleaning and sanitizing of vehicles as required. Under no circumstances is any member of our staff to compromise safety by failing to properly sanitize vehicles or spend the right amount of time in the process.

## **X PHYSICAL DISTANCING**

We have implemented measures to ensure physical distancing of at least six feet between workers, between workers and customers, and between customers. We are using physical partitions and/or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers and/or employees should stand) to ensure required distancing. In locations where physical distancing cannot be maintained, we are undertaking steps to minimize exposure between persons (e.g., plexiglass guards/screens, sneeze guards, curtains) or other appropriate barriers.

We have adjusted the number of employees who attend meetings to ensure physical distance. We have also placed distancing guidelines in conference/lunch/training rooms to maintain at least six feet of physical distance between employees. Access to common areas where personnel are likely to congregate and interact, such as kitchenettes and break rooms, is severely restricted. Coffee pots, water cups, snacks, magazines, and toys have been removed from their respective common areas as they pose a risk of transfer of the virus. Where possible, we have created outdoor break areas with shade covers (to eliminate heat stress in summer months) and seating that ensures physical distancing. Office spaces and cubicles have been redesigned to ensure workspaces allow for six feet between employees. Where possible, we have provided a single, clearly designated entrance and a separate exit to help maintain physical distancing. Elevators have a posted notice that only one person or party may use the elevator at a time.

Test drives must be undertaken pursuant to policy as adopted at your dealership. Some states have prohibited test drives at the time of this publication. All features in the automobile being test driven are to be discussed in the showroom or outside display area as applicable. Use computers to complement test drives with videos available from manufacturer, if possible.

Service customers' appointments are staggered to minimize crowding and employees must inform customers prior to their visits that physical distancing is in effect at our facility. Further, upon arrival, customers must wait in their vehicles for their appointment with staff and take visual cues from posted directives. Customers must be informed ahead of their appointments that there is limited capacity in the waiting lounge or showroom area and, as such, may have to leave their vehicles on site for servicing. Also inform customers that, for the time, being we have discontinued shuttle services as a precautionary measure.

We are offering curbside delivery or pickup as well as executing sales and agreements to remote/digital platforms as feasible. Outdoor sales are preferred, depending on weather conditions. Employees are prohibited from the use of any handshakes and similar greetings that

break physical distance. Our policy provides special accommodations for vulnerable populations such as seniors (65+ years old) and disabled people.

Additional limitations have been placed on the number of workers in enclosed areas, such as supply closets, to ensure at least six feet of separation. HR has implemented policies where employee breaks, in compliance with wage and hour regulations, are staggered to maintain physical distancing protocols. We are enforcing maximum occupancy rules based on the size of our facility to limit the number of people in an office or showroom at one time. Capacity limits are being followed to ensure physical distancing, and in no case should exceed 50% maximum occupancy. All delivery vendors are being asked by Departmental Managers to schedule deliveries, use face masks, utilize specific entrances, and minimize time on site.

We reiterate that as an employer, we are actively seeking to comply with all local, city, county, state, and OSHA standards. We are also adhering to guidance from the Centers for Disease Control and Prevention (CDC) and the local Department(s) of Public Health (DPH). We are committed to staying informed and prepared to be flexible to ensure our workplace health and safety during this pandemic and as guidelines change.

## **XI TRAVEL RESTRICTIONS**

We will limit all travel to essential business travel. We are encouraging and supporting the use of online video conferencing in lieu of business travel. Employees must inform HR of any travel, especially travel to outbreak hotspots and international travel. The General Manager working with the COVID-19 Compliance Coordinator and HR is responsible for approving travel and ensuring testing prior to returning to the facility, as needed. The CDC guidelines that require mandatory quarantine after returning from travel must be adhered to.

## **XII OTHER STEPS**

We have installed credit card readers to minimize contact during the use of credit cards and are installing/evaluating other hands-free devices such as contactless payment and timecard systems to minimize contact.

Portable high-efficiency air cleaners will be provided, as necessary. The building HVAC system is tested annually and set to perform efficient air cleaning. We are evaluating if the HVAC filters can be upgraded to the highest efficiency possible (e.g., MERV 16) and considering other modifications to increase the circulation of outside air ventilation in offices and other spaces.

We will inspect all deliveries for any potential source of virus. Additionally, we will undertake necessary and feasible disinfection measures when receiving and handling deliveries. The virus is very stable and, hence, contagious for extended periods of time. Note that current information suggests that the virus can live up to 3 hours in an aerosol form, 4 hours on copper surfaces, 24 hours on cardboard, and 2-3 days on plastic and stainless steel.

### **XIII RETURNING TO WORKPLACE**

Employees infected with the virus, whether tested or not, who were sent or stayed home for self-isolation or were treated for COVID-19 at a medical facility, must undertake specific steps prior to returning to the workplace. Specifically, they must obtain HR approval to return to the business facility. HR should use Appendix F. The CDC guidelines require that the following criteria be met:

- At least ten days have passed since the symptoms first appeared, **and**
- At least three days (72 hours) have passed since recovery, defined as fever-free without the use of fever-reducing medicines, **and**
- Symptoms are no longer detected per the CDC COVID-19 Screening Tool and Symptom & Temperature Scan at facility entry.

**OR**

- Doctor's note to verify that the employee is healthy and able to return to work.

*“Under the American’s with Disabilities Act, employers are permitted to require a doctor’s note from your employees to verify that they are healthy and able to return to work. However, as a practical matter, be aware that healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner. Most people with COVID-19 have mild illness and can recover at home without medical care and can follow CDC recommendations to determine when to [discontinue home isolation](#) and return to work.*

*The U.S. Equal Employment Opportunity Commission (EEOC) has established guidance regarding [Pandemic Preparedness in the Workplace and the Americans with Disabilities Act](#). The guidance enables employers to take steps to protect workers consistent with CDC guidance, including requiring workers to stay home when necessary to address the direct threat of spreading COVID-19 to others.”*

**Source:** [CDC Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 \(COVID-19\)](#), May 2020 dl May 22, 2020

## **XIV SUMMARY**

The coronavirus is highly contagious and capable of causing acute respiratory syndrome and other diseases. There is no approved vaccine or cure now. The coronavirus has high degree of morbidity and fatality compared to the other flu-like viruses we have encountered in the past.

**We need to work together proactively and consistently to integrate these precautionary steps into our standard operating procedures during the COVID-19 pandemic to keep ourselves, our customers, our vendors, and other visitors protected.**

**We can accomplish this with diligence, perseverance, and hard work. We are all in it together.**

**DISCLAIMER:** Information regarding COVID-19 is dynamic and constantly evolving. Check reliable sources, such as [www.cdc.gov](http://www.cdc.gov), regularly to keep yourself updated, research other areas, and adopt procedures as they deem fit. Though we have used government sources to prepare this memo, we do not endorse or recommend any for a particular purpose. The information provided here is brief guidance for employers and employees to use to protect themselves in the workplace. There is no warranty implied or expressed regarding the completeness or accuracy of information presented here. The information provided here is not complete and/or exhaustive. Protections such as full body sealed suits and N95 respirators may further help reduce risks in the workplace and should be evaluated for use. This COVID-19 Prevention and Response Plan supersedes all information disseminated earlier. This document is prepared from the CDC, CDPH + Cal/OSHA, NIOSH, OSHA & EPA guidelines.

Employers and employees should understand that the SARS-CoV-2 virus and COVID-19 pandemic present serious and life-threatening health risks, and this is guidance suggests practical ways to reduce those risks, not eliminate them. This memo is not intended to constitute medical or safety advice or be a substitute for the same. Contact safety consultants, lawyers, and medical professionals to take appropriate course of action.

Sanjay Sam Celly, President of Celly Services, Inc., has been serving businesses' workplace environmental, health, & safety needs, and assisting them in complying with EPA & OSHA regulations for the past 34 years. He received his BE (1984) & MS (1986) in Chemical Engineering, followed by a JD in 1997.

## APPENDIX A

### CUSTODIAL STAFF COVID-19 TRAINING

**NOTE: All employees should read and understand the COVID-19 Prevention & Response Plan prior to taking this training.**

Please abide by the HR policy on reporting all exposures or suspected exposures to coronavirus and undertake self-isolation if needed. If you are sick, please do not come to work and report to HR. Use the CDC COVID-19 Screening Tool to determine if your health condition is safe to work.

**We believe that you are our business' first line of defense in protecting our employees and our customers from the coronavirus and COVID-19 disease. By undertaking the steps, we have outlined below, you will keep yourself and others protected. Your ongoing efforts will determine our safety.**

**Posters:** Review posters that have been placed in the employee lunchroom on issues as follows:

**PPE:** Always wear PPE such as nitrile gloves and face masks. Read the poster on how to remove and discard gloves and how to use disposable masks. If you are using a homemade mask, wash daily.

**Wash Hands:** Wash your hands every time you remove gloves. Replace gloves whenever you damage or tear them. Hands must be washed with soap for 20 seconds under running water. Wash your hands before and after eating lunch.

**Six Foot Distancing:** Stay 6 feet away from all employees and customers. You may have to wait to complete your work if the space you are about to sanitize is occupied.

**Chemical Safety:** The chemicals you use must be reviewed for efficacy by reading the safety data sheets (SDS). Ask your parts/service managers for access to these documents. Follow manufacturer instructions on all cleaning and sanitizing products. For example, dilute chemicals exactly as required while wearing PPE. Excess dilution may make the chemicals ineffective.

**Supplies:** Your parts and service managers are responsible for ensuring all supplies are available to you to sanitize the facility. Replenish soap dispensers, hand sanitizers, and paper towels throughout the day as needed.

**Break rooms, Bathrooms, and other Common Areas:** Disinfect breakrooms, bathrooms, common spaces, offices, and other spaces as directed on a regular basis.

Examples of contact areas requiring frequent cleaning are door handles, door opening plates & elevator buttons, faucets & flush handles, soap and paper towel dispensers, sofas, chairs, other seating areas, and water fountain handles.

Clean the plexiglass screens (installed to protect employees and customers) at all locations.

**Change in/out of uniform at work daily:** Perform basic hygiene functions (e.g., showering) immediately upon returning home and place clothing in wash.

### **CLEANING/SANITIZING FREQUENCY**

Perform thorough cleaning in high traffic areas.

Break rooms, bathrooms, and other common areas are being disinfected frequently.

Recommended every 30 minutes or per dealer policy:

- Breakrooms (All touchable surfaces)
- Bathrooms (including all contact points)
- Other: Door Handles (and impact locations when no handles are present), internal (and toilet areas) bathroom door handles, Display Car handles, counter tops and tables used frequently by customers/employees, vending machine operation buttons (if in use), etc.

### **DAILY DUTIES**

Daily cleaning of the facility includes mopping, wiping all furniture including table and chairs across the facility with sanitizing material made available to you. Clean outside furniture if there is any. Clean all touchable surfaces.

Refill all hand sanitizer dispensers throughout showrooms, lobbies, and service areas as needed throughout the day.

Refill all hand soap, sanitizers, paper towels, and tissues throughout the day.

Check inventory of all cleaning supplies daily and seek inventory from your Manager before you run out. If you believe you will run out of supplies, contact the General Manager for the facility.

### **SPECIAL CLEANING**

If the local agency requires special deep cleaning of the facility following a COVID-19 disease incident, you will be instructed on additional Dos and Don'ts. Outside contractors may be involved as well in deep cleaning procedures after an employee is found positive at workplace.

## APPENDIX B

### TECHNICIANS+ADVISORS TRAINING (COVID-19)

**NOTE: All employees should read and understand the COVID-19 Prevention & Response Plan prior to taking this training.**

Please abide by the HR policy on reporting all exposures or suspected exposures to Corona virus and undertake self-isolation if needed. If you are sick, please do not come to work and report to HR. Use the CDC Covid-19 Screening Tool to determine if health condition is OK to go to work.

**Posters:** Review posters that have been placed in the employee lunchroom on issues as follows:

**PPE:** Always wear PPE such as nitrile gloves and face masks. Read the poster on how to remove and discard gloves and how to use disposable masks. If you are using a homemade mask, wash daily.

**Wash Hands:** Wash your hands every time you remove gloves. Replace gloves whenever you damage or tear them. Hands must be washed with soap for 20 seconds under running water. Wash your hands before and after eating lunch.

**Six Foot Distancing:** Stay 6 feet away from all employees and customers.

**Interacting with Customers:** Request and encourage customers to use hand sanitizer provided by business and follow 6 feet social distancing measures. Customers must wear face coverings while on business premises, indoors or outdoors; provide them with masks at no cost as needed.

#### Service Advisors

- Advise customers in advance of their appointments to be prepared to leave the vehicle at the business for service and schedule a later pickup as the waiting lounge has limited capacity with social distancing in effect.
- If you are using a touch screen for service orders, sanitize the screen after each use. Use single use pens when needed.
- Ask customers to turn off the fan and AC systems before leaving their automobiles.

#### Technicians

- Sanitize what you touch, only touch what you sanitized, and sanitize what you touched.
- Technicians must have proper PPE (e.g., nitrile gloves) and must avoid cross-contamination across vehicles. Replace gloves when you finish working on each car using the CDC's glove removal guidelines. Use a fresh pair for every car <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>
- Use covers for steering wheels, shifter, and seats.

- Do not touch any part of your face (eyes, nose, or mouth) or body with gloves or hands.
- Minimize time inside the cabin. Keep windows down to promote natural air circulation. Keep the fan inside the cabin off as the fan may circulate particles inside the vehicle. Note: virus can be in and on the auto air circulation system.
- Do not use the vacuum inside the automobile as it may make infectious particles airborne.
- Sanitize vehicles using chemicals provided and follow adopted procedures.
- Change in/out of uniform at work daily. Perform basic hygiene functions (e.g., showering) immediately upon returning home and place clothing in wash.
- Stagger your work schedule per management instructions.
- Limit the use of lunchroom to maintain 6-foot distancing.
- Maximize distancing. Avoid crowding in the shop, parts counter, or locker room.

## PPE Practices

### Gloves

- Follow the CDC guidelines for removal + disposal  
<https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>
- Avoid cross contamination across vehicles
  - Use fresh gloves for each car
  - Do not touch your face or body with your gloves

### Face Coverings/Masks and N-95 Respirators

- **Masks** are a barrier to splashes, droplets, and spit. Certain local agencies require that face coverings/masks must be worn when going out in public. Employees must understand that the mask may not protect them, but in case they are infected but asymptomatic, may reduce the virus load shed by them.
- **Respirators** protect from exposure to airborne particles. In healthcare, they protect from exposure to biological aerosols including viruses and bacteria. **Respirators** are designed to seal tight to the face of the wearer.
- **N-95 respirators** are in short supply and being made available exclusively to health care professionals
- Should N-95 respirators become available, follow the CDC/NIOSH guidelines  
<https://www.cdc.gov/niosh/docs/2010-131/pdfs/2010-131.pdf?id=10.26616/NIOSH PUB2010131>
- OSHA has training, fit testing, and medical evaluation for respirator wearers. Also, see <https://www.osha.gov/laws-regs/regulations/standardnumber/1910/1910.134AppD>



## APPENDIX C

### OFFICE STAFF TRAINING (COVID-19)

**NOTE: All employees should read and understand the COVID-19 Prevention & Response Plan prior to taking this training.**

Please abide by the HR policy on reporting all exposures or suspected exposures to Corona virus and undertake self-isolation if needed. If you are sick, please do not come to work and report to HR. Use the CDC Covid-19 Screening Tool to determine if health condition is OK to go to work.

**Posters:** Review posters that have been placed in the employee lunchroom on issues as follows:

**PPE:** Always wear face masks at work and use PPE such as nitrile gloves when using shared office equipment. Read the poster on how to remove and discard gloves and how to use disposable masks. If you are using a homemade mask, wash daily.

**Wash Hands:** Wash your hands every time you remove gloves. Replace gloves whenever you damage or tear them. Hands must be washed with soap for 20 seconds under running water. Wash your hands before and after eating lunch.

**Six Foot Distancing:** Stay 6 feet away from all employees and customers.

**Shared Spaces:** Minimize time spent in enclosed spaces such as lunchrooms and breakrooms.

**Interacting with Customers:** Request and encourage customers to use hand sanitizer provided by business and follow 6 feet social distancing measures and/or install plexiglass barriers as needed.

**Supplies:** Your managers are responsible for ensuring all supplies are available to you to sanitize your area. Replenish hand sanitizers, soap dispensers and paper towels throughout the day and sanitize frequently used items (keyboards, computer screens, etc.) as needed.

**Personal Hygiene:** Perform basic hygiene functions (e.g., showering) immediately upon returning home and place clothing in wash.

## APPENDIX D

### SALES STAFF TRAINING (COVID-19)

**NOTE: All employees should read and understand the COVID-19 Prevention & Response Plan prior to taking this training.**

Please abide by the HR policy on reporting all exposures or suspected exposures to Corona virus and undertake self-isolation if needed. If you are sick, please do not come to work and report to HR. Use the CDC Covid-19 Screening Tool to determine if health condition is OK to go to work.

**Posters:** Review the following

**PPE:** Always wear face mask and use nitrile gloves when exchanging paperwork. Read the poster on how to remove and discard gloves and how to use disposable masks. If you are using a homemade mask, wash daily.

**Wash Hands:** Wash your hands every time you remove gloves. Replace gloves whenever you damage or tear them. Hands must be washed with soap for 20 seconds under running water. Wash your hands before and after eating lunch.

**Six Foot Distancing:** Stay 6 feet away from all employees and customers. You may have to wait to complete your work if the space you are about to enter is occupied.

**Shared Spaces:** Minimize time spent in enclosed spaces such as lunchrooms and breakrooms.

**Interacting with Customers:** Request and encourage customers to use hand sanitizer provided by business and follow 6 feet social distancing measures. Customers must wear face masks while on business premises. Provide masks at no cost to all customers.

**Supplies:** Your managers are responsible for ensuring all supplies are available to you to sanitize your area. Replenish hand sanitizers, soap dispensers and paper towels throughout the day and sanitize frequently used items (keyboards, computer screens, etc.) as needed.

**Personal Hygiene:** Perform basic hygiene functions (e.g., showering) immediately upon returning home and place clothing in wash.

**Test drives:** Contact your Sales Manager to determine policy and procedures for test drives at the dealership. Follow all policies and procedures adopted by the dealership.

**Customer Appointments:** Stagger to minimize crowding. Prior to customer visits, employees must communicate the following with customers.

- Physical distancing is in effect at our facility.
- Upon arrival customers may have to wait in their vehicles for their appointment with staff and take visual cues.
- Limited capacity in the showroom area and must wait so as to maintain 6-foot social distancing.
- Additionally, we are offering curbside delivery or pickup as well as moving sales and agreements to remote/digital platforms as feasible.

Outdoor sales are preferred, depending on weather conditions. Employees are prohibited from the use of any handshakes and similar greetings that break physical distance. Our policy provides special accommodations for vulnerable populations such as seniors (65+ years old) and disabled people.

## APPENDIX E

### COVID-19 PREVENTION CHECKLIST & POSTERS

COVID-19 Checklist for \_\_\_\_\_ Date \_\_\_\_\_

Completed Monthly by \_\_\_\_\_ Phone \_\_\_\_\_

Business must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the business.

Review CDC Website daily for general information and updates: [www.cdc.gov](http://www.cdc.gov)

**Supply List:** Infra-red thermometers (FDA approved), Gloves, Masks, Hand Sanitizer, Soap, Paper towels, Auto Disinfectant, Disposable Pens, Sanitizing Wipes and Disinfectant solution.

#### Signage

Signage at each public entrance of the facility to inform all employees and customers that they should: avoid entering the facility if they have COVID-19 symptoms; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; wear face coverings, as appropriate; and not shake hands or engage in any unnecessary physical contact.

Place tape or other markings at least six feet apart in customer line areas inside the store and on the sidewalks at public entrances to direct customers to maintain distance.

#### Measures to Protect Employee Health (check all that apply to the facility)

Implement a clear and simple HR policy prepared by legal counsel

In case of a COVID-19 incident, contact your public health department and perform sanitizing operations.

Everyone who can carry out their work duties from home has been directed to do so.

All employees have been told not to come to work if sick.

Symptom checks are being conducted before employees may enter the workplace. Include:

Use "CDC COVID-19 Screening Tool" available for smart phone or other methods.

Use Infra-red thermometers for employee temperature scans.

Employees are required to wear face coverings.

Require and enforce customers to maintain 6 feet social distancing and wear face coverings for their noses and mouths. Provide masks at no cost at building entrances.

All desks or individual workstations are separated by at least six feet.

Plexiglass (Sneeze guards) and other separators are installed where six feet distance cannot be met.

No test drives are being conducted with potential buyers

Customers are being instructed to turn off AC prior to dropping off car.

Sanitize vehicles before and after working on them.

- Maximize facility HVAC, ensure it is working properly and maintained. Use best filters (e.g., MERV-16).
- Maximize shop ventilation systems for exhaust removal and have airflow verified per local regulations.
- Shut down internal vacuuming of car.
- Wear PPE (e.g. gloves, face masks, etc.).
- Change in and out of uniform at work.
- Limit access to employee lounge and other common areas (meet specified physical distancing norms).
- Disinfect break rooms, bathrooms, and other common areas frequently, on the following schedule:
- Break rooms every \_\_\_\_\_  Bathrooms every \_\_\_\_\_  Other \_\_\_\_\_, every \_\_\_\_\_
- Disinfectant and related supplies are available to all employees at the following location(s):  
\_\_\_\_\_
- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):  
\_\_\_\_\_
- This plan has been distributed to all employees.
- Optional—Describe other measures: \_\_\_\_\_

**Measures to Prevent Crowds from Gathering (check all that apply to the facility)**

- Stagger service appointments and car pick-ups to limit the number of customers in the store at one time.
  - Implement a no-contact, early bird drop off for the service drive.
  - Place signs requesting customers wait in their cars while the advisor comes to the car for the write up.
  - Shut down dealer operated shared transport.
  - Post a notice mandating single party use of elevators.
  - Manager will walk each common area periodically (at least hourly) to ensure that the 6 feet distance is not being violated. Manager will ensure that facility occupancy is limited to be compliant with social distancing.
- Manager Name \_\_\_\_\_
- Location(s) Walked \_\_\_\_\_

**Measures to Keep People At Least Six Feet Apart (check all that apply to the facility)**

- Placing signs outside the store reminding people to be at least six feet apart, including when in line.
- Placing tape or other markings at least six feet apart in customer line areas inside the store and on sidewalks at public entrances with signs directing customers to use the markings to maintain distance.
- All employees have been instructed to maintain at least six feet distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Optional—Describe other measures: \_\_\_\_\_

**Measures to Prevent Unnecessary Contact (check all that apply to the facility)**

- Preventing people from self-serving any items that are food related.
- Bulk-item food bins are not available for customer self-service use.
- Request customers to use their own pens or provide single use pens for customer use.

- Providing for contactless payment systems or, if not feasible, sanitizing payment systems regularly.
- Provide paper floor mats, seat covers, and steering wheel covers for all vehicles.

**Measures to Increase Sanitization (check all that apply to the facility)**

- Disinfecting wipes and/or Sanitizers Available at Customer Access Areas (Lounges/Cashers Window)
- Hand sanitizer, soap and water, or effective disinfectant is available to the public at or near the entrance of the facility, at checkout counters, and anywhere else where people have direct interactions.
- Disinfecting all payment portals, pens, and styluses after each use.
- Disinfecting all high contact surfaces per dealership plan.
- Add line to RO for customer approval of vehicle sanitization.
- Sanitize vehicles before and after servicing and test drives.
- Optional—Describe other measures: \_\_\_\_\_

\* Any additional measures should be listed on separate pages and attached to this document.

You may contact the following person with any questions or comments about this protocol:

Name \_\_\_\_\_

Phone number \_\_\_\_\_

**Signs to Be Posted at Entrance**

- 1. Stop the Spread of Germs (CDC)  
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/stop-the-spread-of-germs.pdf>

**Signs to Be Posted on Employee Notice Board (General)**

- 1. 10 Steps to Reduce Risk of Exposure to Coronavirus Poster (OSHA): <https://www.osha.gov/Publications/OSHA3994.pdf>
- 2. CDC Handwashing guidelines: <https://www.cdc.gov/handwashing/pdf/wash-your-hands-fact-sheet-508.pdf>
- 3. CDC Factsheet: <https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf>

**Signs to Be Posted on Employee Notice Board (Technical Issues)**

- 1. CDC Glove removal poster: <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>
- 2. How to Properly Put on and Take Off Disposable Respirator Poster (CDC, Niosh): <https://www.cdc.gov/niosh/docs/2010-131/pdfs/2010-131.pdf?id=10.26616/NIOSH PUB2010131>

**General Information Links**

- 1. National Institute of Health Virus stability information: <https://www.nih.gov/news-events/news-releases/new-coronavirus-stable-hours-surfaces>
- 2. Follow CDC cleaning-disinfection guidelines for facilities with suspected or confirmed COVID-19 disease: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>
- 3. List N: Disinfectants for Use Against SARS-CoV-2  
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

## APPENDIX F

### SAMPLE INCIDENT REPORTING & RESPONSE FORM

**CONFIDENTIAL: ALL CONTENTS OF THIS FORM ESPECIALLY THE IDENTITY OF THE EMPLOYEE WITH COVID DISEASE MUST BE KEPT CONFIDENTIAL. LIMIT ACCESS TO HR, GENERAL MANAGER AND DEPARTMENTAL MANAGER, COVID-19 COMPLIANCE COORDINATOR. WHILE THE WORKERS IN "CLOSE CONTACT" MUST BE INFORMED OF THE INCIDENT, THE IDENTITY OF THE SICK EMPLOYEE MUST NOT BE REVEALED. CONTACT YOUR WORKERS COMP PROVIDER & LEGAL COUNSEL TO DETERMINE ACTION REQUIRED**

**CLOSE CONTACT DEFINITION:** "A close contact is someone who was within 6 feet of an infected person for at least 15 minutes starting from 48 hours before illness onset until the time the patient is isolated. All close contact employees should stay home, maintain social distancing, and self-monitor until 14 days from the last date of exposure" ([CDC](#) downloaded 051520). ). OSHA adds unprotected contact is important in determining close contact. Also, shorter term exposure may count as close contact, especially if a person is exposed to infectious secretions (e.g., sneezes, coughs) when not wearing PPE ([OSHA](#), downloaded 051520).

**Notification received by:** \_\_\_\_\_ **Date & Time** \_\_\_\_\_

**Incident Reported by:**

Name/Title \_\_\_\_\_

Date and Time Detected \_\_\_\_\_

Location \_\_\_\_\_

Name of employee Reporting COVID Disease Symptoms: \_\_\_\_\_

#### INCIDENT NOTIFICATION

- General Manager
- Business Manager/Human Resources
- COVID-19 Coordinator
- Department Manager

#### ACTIONS

Investigation (Potential Exposure Sources, Location, Close contacts) \_\_\_\_\_

Containment Measures \_\_\_\_\_

Sanitizing Actions \_\_\_\_\_

### **RETURNING TO WORK AFTER COVID-19 SYMPTOMS OR CONFIRMED COVID-19 DISEASE**

Employees infected with the virus, whether tested or not, who were sent or stayed home for self-isolation or were treated for COVID-19 at a medical facility, must undertake specific steps prior to returning to the workplace. Specifically, they must obtain HR approval to return to the business facility. HR should use the following checklist to determine if an employee may return to work.

- At least ten days have passed since the symptoms first appeared, **and**
- At least three days (72 hours) have passed since recovery defined as no fever without the use of fever-reducing medicines, **and**
- Symptoms are no longer detected per the CDC COVID-19 Screening Tool and Symptom & Temperature Scan at facility entry.

### **OR**

- Doctor's note to verify that the employee is healthy and able to return to work.

Note: Employers are permitted to require a doctor's note from your employees to verify that they are healthy and able to return to work. However, as a practical matter, be aware that healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner. Also, if the employee was not been hospitalized or under physician care but recovered during the isolation period, then such documentation will be difficult to obtain.



## APPENDIX G

### CLEANING & SANITIZING GUIDELINES

**Background:** Current evidence suggests that coronavirus may remain viable for hours to days on surfaces made from a variety of materials. NIH research indicates that the virus is estimated to be alive in aerosol form for 3 hours, cardboard for up to 24 hours and plastic & stainless steel for up to 3 days. The research is changing on this matter. Cleaning of visibly dirty surfaces and contact points followed by disinfection is a best practice measure for prevention of COVID-19 and other viral respiratory illnesses in community settings.

It is unknown how long the air inside a room occupied by someone with confirmed COVID-19 remains potentially infectious. Facilities will need to consider factors such as the size of the room and the ventilation system design (including flowrate [air changes per hour] and location of supply and exhaust vents) when deciding how long to close off rooms or areas used by ill persons before beginning disinfection. Taking measures to improve ventilation in an area or room where someone was ill or suspected to be ill with COVID-19 will help shorten the time it takes respiratory droplets to be removed from the air. Facility will contact professional company to sanitize and shut down work areas, as necessary.

**Purpose:** This guidance provides recommendations on the cleaning and disinfection of rooms or areas occupied by those with suspected or with confirmed COVID-19. It is aimed at limiting the survival of SARS-CoV-2 in key environments. These recommendations will be updated if additional information becomes available.

#### Definitions

*Cleaning* refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection.

*Disinfecting* works by using chemicals, for example EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

#### Cleaning and Disinfection after Suspected/Confirmed COVID-19 Cases in the Facility Timing and locations

- Close off areas visited by the ill persons. Open outside doors and windows and use ventilation to increase air circulation in the area. Wait 24 hours or as long as practical before beginning cleaning and disinfection.
- **Seek professional help for area sanitization. Clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment (like tablets, touch screens, keyboards, remote controls, and ATM machines) used by the ill persons,** focusing especially on frequently touched surfaces.

- If it has been more than 7 days since a suspected/confirmed COVID-19 case in the facility, additional cleaning and disinfection is not necessary according to the CDC.

## **How to Clean and Disinfect**

### **Hard (Non-porous) Surfaces**

- If surfaces are dirty, they should be cleaned using detergent/soap and water prior to disinfection.
- For disinfection, common EPA-registered household disinfectants should be effective.
  - A list of EPA-approved products for use against the virus that causes COVID-19 is available on the [EPA](#) website. Follow manufacturer instructions for concentration, application method, contact time, etc. of cleaning and disinfection products.
  - Additionally, diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring surface contact time of at least 1 minute, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleaner. Unexpired household bleach, properly diluted, is effective against coronavirus. Bleach solution are is effective for disinfection up to 24 hours.
    - Prepare a bleach solution by mixing:
      - 5 tablespoons (1/3 cup) bleach per gallon of water or
      - 4 teaspoons bleach per quart of water

### **Soft (Porous) Surfaces**

- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:
  - If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
  - Otherwise, use products [that are EPA-approved for use against the virus that causes COVID-19](#) and that are suitable for porous surfaces

### **Electronics**

- For electronics such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present.
  - Follow the manufacturer's instructions for all cleaning and disinfection products.
  - Consider use of wipeable covers for electronics.
  - If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

### **Linens, Clothing, and Other Items That Go in the Laundry**

- To minimize the possibility of dispersing virus, do not shake dirty laundry.
- Wash items in accordance with the manufacturer’s instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

### Personal Protective Equipment (PPE) and Hand Hygiene

- **Staff should wear disposable gloves and aprons for all cleaning processes/tasks, including handling trash.** The risk of exposure to custodial staff is low.
  - Gloves and gowns should be compatible with the disinfectants being used.
  - Additional PPE might be required based on the cleaning/disinfectant products being used and the risk of splash.
  - Gloves and gowns should be donned and removed carefully to avoid contamination to wearer surrounding area. Be sure to **clean hands** after removing gloves.
  - Coveralls, aprons, or work uniforms can be worn during cleaning and disinfecting. Reusable (washable) clothing should be laundered afterwards. Clean hands after handling dirty laundry.
- Gloves should be removed after cleaning a room or area occupied by ill persons. **Clean hands** immediately after gloves are removed.
- Custodial staff should immediately report breaches in PPE such as a tear in gloves or any other potential exposures to their supervisor.
- **Custodial staff and others should clean hands often**, including immediately after removing gloves and after contact with an ill person, by washing hands properly with soap and water for 20 seconds. If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.
- Follow normal preventive actions while at work and home, including cleaning hands and avoiding touching eyes, nose, or mouth with unwashed hands.
  - Additional key times to clean hands include:
    - After blowing one’s nose, coughing, or sneezing.
    - After using the restroom.
    - Before eating or preparing food.
    - After contact with animals or pets.
    - Before and after providing routine care for another person who needs assistance such as a child.

### Additional Considerations for Employers

- Employers should work with their local and state health departments to ensure appropriate local protocols and guidelines, such as updated/additional guidance for cleaning and disinfection, are followed, including for identification of new potential cases

of COVID-19. Management should contact outside professional company to sanitize as required.

- Employers should educate staff and workers performing cleaning, laundry, and trash pick-up activities to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop [symptoms](#) within 14 days after their last possible exposure to the virus. At a minimum, any staff should immediately notify their supervisor/manager. The General Manager will contact the local health department following a COVID-19 case at the facility. **The health department will provide guidance on what actions need to be taken.**
- Employers must ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Communication standard ([29 CFR 1910.1200](#)).

## APPENDIX H

### SYMPTOM REVIEW & TEMPERATURE SCAN LOG

DEALERSHIP: \_\_\_\_\_ DEPARTMENT: \_\_\_\_\_

EMPLOYEE COMPLETING LOG \_\_\_\_\_ DATE \_\_\_\_\_ TIME \_\_\_\_\_

**NOTE 1: Employee completing symptom review and temperature scan must wear mask, face shield and gloves. Entering employees must wear face mask. Maximize distance from the employee to the range of infra-red thermometer. Use thermometer per manufacturer guidelines.**

**NOTE 2: Ask employee to run CDC COVID-19 Screening Tool to determine if they are OK to work. If the employee has not completed, the manager or other employee can run the screening tool. Alternately, the facility may use the same set of questions as the CDC App for every employee prior to each entry.**

**NOTE 3: If an employee registers "Not OK," direct the employee to a predesignated spot for isolation. Inform HR and act per dealership policy.**

EMPLOYEE NAME	TEMP BELOW 100.4F?	SYMPTOM REVIEW
	(Write "OK/Not OK" Do not record temperature/symptom)	
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____
7. _____	_____	_____
8. _____	_____	_____
9. _____	_____	_____
10. _____	_____	_____
11. _____	_____	_____
12. _____	_____	_____
13. _____	_____	_____
14. _____	_____	_____
15. _____	_____	_____
16. _____	_____	_____
17. _____	_____	_____
18. _____	_____	_____

APPENDIX H

**QUESTIONS & CONCERNS  
ABOUT COVID-19?**

WE HAVE AN OPEN-DOOR POLICY TO ADDRESS HEALTH & SAFETY CONCERNS.

WE BELIEVE YOUR INPUT IS IMPORTANT FOR MINIMIZING CORONAVIRUS EXPOSURE. PLEASE CONTACT ANY OF THE STAFF BELOW WITH YOUR INPUTS.

**Service Manager** \_\_\_\_\_ Phone #/email \_\_\_\_\_

**Parts Manager** \_\_\_\_\_ Phone #/email \_\_\_\_\_

**Business Manager** \_\_\_\_\_ Phone #/email \_\_\_\_\_

**General Manager** \_\_\_\_\_ Phone #/email \_\_\_\_\_

**COVID-19 Coordinator** \_\_\_\_\_ Phone #/email \_\_\_\_\_

**County Public Health** \_\_\_\_\_ Phone #/email \_\_\_\_\_

## APPENDIX J

### EMPLOYEE ACKNOWLEDGMENT FORM

**My signature below attests to the fact that I have received a copy of the *COVID-19 Prevention & Response Plan* and that I will read and comply with the document. If I have any questions, I will contact my manager.**

**I understand that compliance with the *Plan* is a condition of my employment.**

Employee Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Department Manager Name \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Note: Form must be saved in employee files in HR.