



CAR RENTAL & 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 checklist is intended to provide guidance for auto dealerships, car rental companies, and other businesses offering vehicular or transport services (e.g., driving instruction).

Stay updated on the latest federal actions, current provincial restrictions, and local orders by visiting WECHU’s **Restrictions & Guidance webpage** and visit WECHU’s **Workplace Specific Webpage** to find other Safe Return to Business Checklists providing specific guidance to minimize the spread of COVID-19.

***This document is subject to change and is current as of September 22, 2020*

COMMUNICATION TO STAFF AND CUSTOMERS

- Inform customers and staff 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.
- Encourage customers and staff to download the **COVID-19 Alert App** so that they may receive notifications if they were in close contact with someone who was tested positive for COVID-19.
- Post signage at entrances and throughout the building that clearly communicate procedures for physical distancing between staff and customers. This includes posters and floor markings such as instructional tape/stickers that direct the flow of people or customers waiting for services indoor or in any outdoor waiting areas. Examples of signage can be found in Appendix B in the **Toolkit** or the **Resources & Signage** section of the WECHU website.
- Displaying **“Stand Here”** and **“Do Not Enter...If You Are Sick”** signage can serve as important components of a broader communication strategy to minimize the risk of COVID-19 spread between employees, staff, and customers. The two signs noted above (i.e., floor sticker and window cling) are available in English in limited supply by completing the **“Business Reopening Signage Order Form.”**

- 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:

- Installing 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, including during a test drive, where physical distancing is difficult to maintain. Refer to [WECHU's 'Face Masks and Coverings'](#) webpage for more information and future updates.
- Consider using electronic or virtual platforms to conduct meetings with employees and customers, whenever possible.
- When greeting clients, avoid handshakes or other forms of personal contact.
- Identify the maximum number of customers that can be in the showroom based on health and safety guidelines.
- Business or facilities open to the public shall limit the number of persons in the place of business or facility so that a physical distance of at least two metres can be maintained between each person, except where [Schedule 2](#) allows persons to be closer together; for example businesses that provide driving instruction in a motor vehicle.
- 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.
- Consider completing sale, lease, rental contracts, or any other transactions 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, after a customer test drives, or uses a vehicle for rental or driver training. Be sure to use an appropriate cleaning agent that is effective as well as safe for interior vehicle surfaces. For more details, refer to Ontario's Vehicle Sales Regulator [Enhanced Vehicle Sanitization Checklist & Acknowledgement](#).

- 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.

RESOURCES

Government of Ontario

[Guideline for professional meeting and event facilities during COVID-19](#)

Infrastructure Health and Safety Association

[Guidance for In-Vehicle Driver Safety During COVID-19](#)

Ontario's Motor Vehicle Sales Regulator (OMVIC)

[COVID-19 Crisis Guidelines for Dealership Sales Operations](#)

Ontario's Motor Vehicle Sales Regulator (OMVIC)

[Enhanced Vehicle Sanitization Checklist & Acknowledgement](#)

Workplace Safety & Prevention Services (WSPS)

[Guidance on Health and Safety for Vehicle Sales and Service Sector during COVID-19](#)