

Reopening Protocol for Car Dealerships: Appendix D

Recent Updates:

7/17/20: Updated to clarify policy regarding the use of face coverings by employees and customers as well as symptom checks for employees and visitors (new language highlighted in yellow).

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain retail businesses to safely re-open. The requirements below are specific to car dealerships permitted to reopen by the Order of the State Public Health Officer on May 7, 2020. In addition to the condition imposed on essential businesses by the Governor, car dealerships must also be in compliance with the conditions laid out in this Checklist for Car Dealerships.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this guidance must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Date Posted:

A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH

- Everyone who can carry out their work duties from home has been directed to do so.
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible.
- All employees have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
 - Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home has been provided. See additional information on government [programs](#) supporting sick leave and worker's compensation for COVID19, including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 exposures occurring between March 19 and July 5 pursuant to the Governor's [Executive Order N-62-20](#).
- [Employee screenings](#) are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee has had contact with a person known to be infected COVID-19 in the last 14 days. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) [isolate themselves at home](#) and require the immediate [self-quarantine](#) of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined workers to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.
- Employees are educated on symptoms of serious illness due to COVID-19 (difficulty breathing, pain or pressure in the chest, bluish lips or face or new onset of confusion or difficulty waking up) and are instructed to call 911 or go to an emergency room if they experience these symptoms
- Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used. Employees need not wear a face covering when the employee is alone in a private office or a cubicle with a solid partition that exceeds the height of the employee when standing.
- Employees are instructed to wash [or replace](#) their face coverings daily.

- All workstations are separated by at least six feet.
- Showrooms, customer waiting areas, break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Showrooms _____
 - Break rooms _____
 - Restrooms _____
 - Other _____
- Breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- Employees are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms, private offices or enclosed workstations to assure that face coverings are worn consistently and correctly.
- Disinfectant and related supplies are available to employees at the following location(s):

- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- Employees are allowed frequent breaks to wash their hands.
- Employee restrooms are well stocked with soap and disposable towels.
- Each worker is assigned their own supplies, equipment and defined workspace. Sharing held items is minimized or eliminated.
- A copy of this protocol has been distributed to each employee.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- The showroom is laid out so that customers may look at different car models while maintaining a distance of at least six (6) feet between any two customers and between customers and staff.
- A staff person wearing a cloth face cover is posted near the door but at least 6 feet from the nearest customers to ask customers to wait or guide entering customers to the showroom or a waiting area as appropriate to comply with occupancy limitations.
- Tape or other material is used to mark a 6-foot perimeter around staff workspaces.
- Employee restrooms are not available for customer use.
- Employees have been instructed to maintain at least a 6-foot distance from customers and from each other. Employees may momentarily come closer when necessary to provide paperwork, accept payment, deliver goods or services, or as otherwise necessary.
- Limit passengers in the vehicle during test drives to only a single customer with the employee sitting in opposite back seat, when applicable. Both customer and employee must wear cloth face coverings.

- Spaces in which customers meet privately with salespersons are large enough to permit a 6-foot distance between attendees.
- Physical distancing requirements do not apply to couples or other members of a single household who arrive together to shop, however, customers arriving at the site with children are asked to ensure that their children remain at a parent's side and at least 6 feet from other customers and from staff.

C. MEASURES TO ENSURE INFECTION CONTROL

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:

- Common areas and frequently touched objects are disinfected on an hourly basis during business hours using EPA approved disinfectants.
- Hands-free devices are used wherever possible to replace frequent touch items such as waste baskets, lamps, soap dispensers, and door openers.
- Customers arriving at the establishment are reminded to wear a face covering at all times (except while eating or drinking, if applicable) while in the establishment or on the grounds of the establishment. This applies to all adults and to children 2 years of age and older. Only individuals who have been instructed not to wear a face covering by their medical provider are exempt from wearing one. To support the safety of your employees and other visitors, a face covering should be made available to visitors who arrive without them.
- Symptom checks are conducted before visitors may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills. These checks can be done in person or through alternative methods such as on-line check in systems or through [signage](#) posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.
- Plexiglass or other clear barriers are installed to separate customers from salespeople, finance managers, receptionists and cashiers in areas where close-up transactions are needed.
- Hours are modified or adjusted to permit periodic deep cleaning of the facility.
- Frequent touch parts of cars are wiped down with disinfectant after any customer (or household if more than one person from a household is present) inspects the inside of the car. These include doorknobs and handles, steering wheel, other dashboard fixtures, and other parts of car as needed.
- Customers are encouraged to limit test drives to models they are considering for purchase.
- Frequent touch parts of cars are wiped down with disinfectant before and after any customer (or household if more than one person from a household is present) test drives the car. These include doorknobs and handles, seats, steering wheel, gear controls, and all other driving controls and dashboard fixtures. Disinfecting must cover parts of the car in all seating areas in use during the test drive. Disposable floor and seat covers may be used to minimize risk of contamination during test drives.
- Hand sanitizer, tissues and trash cans are available to the public at or near the entrance of the facility.
- All payment portals, pens, and styluses are disinfected after each use by a different person. Desks and chairs used for meetings with customers must be wiped down after each use.

- No unpackaged self-serve foods or beverages are offered to customers. Water fountains are shut down; and self-serve coffee machines are shut off or removed from customer areas.
- Packages delivered to the site are inspected and disinfected to the extent feasible on arrival.
- Optional-Describe other measures (e.g. providing senior-only hours, incentivizing non-peak sales):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, policies in regard to children in the showroom and other relevant information.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

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

Business
Contact Name: _____

Phone number: _____

Date Last
Revised: _____