



RESTARTING MAINE'S ECONOMY

COVID19 Prevention Checklist Industry Guidance

The State of Maine has adopted a staged approach, supported by science, public health expertise and industry collaboration, to allow Maine businesses to safely open when the time is right. The plan is available at www.maine.gov/covid19/restartingmaine.

This is one of many industry guidance documents for business that the State is preparing for businesses so they can be prepared to meet health guidelines and reopen safely. Please make sure you pair this document with the general guidance document that applies to all industries, which is available on maine.gov/DECD.

Please note: This document may be updated as additional information and resources become available.

Phase 1: Auto Dealership Sales *Released April 29, 2020*

Personal Protective Gear, Supplies, And Clothing

- Require employees and customers to wear face coverings
- Provide gloves to employees for contact with high-touch surfaces, cleaning and disinfecting, and direct contact with customer vehicles. Gloves should be changed between vehicles.
 - Wear gloves when handling customer keys and disinfect keys before and after service
 - Wear gloves when returning keys and receipts to customer in a sealed plastic bag
- Provide workers with up-to-date COVID information and training on safe donning, doffing, and disposal of personal protective equipment such as gloves and face coverings.

Customers

- Inform your customers of your COVID policies and procedures in advance, if possible.
 - Don't come in if you feel sick
 - Maintain physical distance in waiting rooms
 - Required use of face coverings

- Use posters and signage to remind customers of physical distancing at entrance, waiting areas, and counters.
- Encourage customers to limit who they bring into the dealership, particularly children.
- Support physical distance between customer and service manager by taping off 6 feet distance from counter. Consider installation of plexiglass barriers to maximize physical distancing.
- Minimize foot traffic and limit number of customers inside common areas.
- Do not let customers in work area.
- Minimize shared touch surfaces such as tablets, pens, credit cards, receipts and keys.

Vehicle Services

- Minimize customer face-to-face exposures as much as possible. Schedule service appointments by phone or email. Schedule sales appointments by phone or email.
- Support physical distance between customer and service manager by taping off 6 foot distance from counter
- Maintain physical distancing in customer lounges or waiting areas or consider closing these spaces entirely. Don't serve coffee or snacks.
- Discontinue shuttle service.
- Cleaning and disinfecting of automobiles should be done when:
 - Car is brought in for service and returned to customer
 - Car is taken for a test drive
 - Used car in taken in for trade or auction
- Consider vehicles as "hot spots" with high touch surfaces and confined areas
- Customers should declutter vehicles before service to minimize staff contact with items inside the vehicle.
- Have customers stay in vehicle until staff is ready for the servicing and disinfect vehicle immediately upon entry to service area.
- Repeat disinfection after servicing.
- Create a designated "touch-free" drop spot for parts deliveries
- Vehicle loaner practice should be either restricted or eliminated. If dealership cars are loaned to customers, use disinfection procedure listed above upon return to the dealership.
- Use disposable wheel covers and shift covers, if available.
- Disinfect cars received via delivery trucks or other services per cleaning procedures described below.

Disinfection of Vehicle

- Clean using the appropriate EPA approved material for the surface:
 - Door handles, inside and out
 - Armrests
 - Steering wheel
 - Seat belts and buckles
 - Any push buttons on dash and doors
 - Cruise control and wiper shield control
 - Glove box and center controls
 - Shift levers and knobs
 - Hazard lights and buttons
 - Cup holders

Sales

- Modify dealership test-drive policy to exclude personnel ride along.
- Disinfect vehicle after test drive. See disinfection guidance above.
- To the extent possible, conduct online and telephone customer communication to minimize face-to-face interactions.
- Limit customers in showroom at any one time to 5 to 8 depending on showroom size. Conduct sales and service business by appointment only at this time. Call ahead for urgent service visits.
- Keep limited number of vehicles in showroom to enhance physical distancing.
- Vehicles in the showroom are also high-touch surfaces and need regular wiping down.
- Operate with reduced sales personnel in showroom, other personnel can work remotely.
- Conduct paperwork in a spacious area for customer to review – sign – return, while maintaining physical distance of 6 feet. Do not share pens.
- Avoid special events/promotions that could draw large numbers of the public to the dealership at one time.