

## **Illinois Automobile Dealers Association Operation Recommendations for Dealerships**

### **Practice Social Distancing for Staff & Customers**

- Make sure that you can maintain at least 6 feet of physical separation between yourself and others around you, including your co-workers and customers. Continue with CDC recommended protocols regarding social distancing of employees and staff, disinfecting of work and on-site areas within your businesses. Provide signage around dealership encouraging social distancing.
- Set up stores to maximize spacing between customers to the extent practicable post conspicuous signage and/or floor markings and rearranging your customer waiting area and employee break area to encourage spacing;
- Control movement between departments if and when at all possible, stagger breaks and lunch schedules for your staff.
- Provide face coverings to employees and customers if they do not have, especially when it is not possible to maintain at least 6 feet of space between you and another person.
- Remind your employees to engage in frequent handwashing and make sure all employee and public areas have soap, clean water, and single use paper towels and encourage frequent handwashing for 20 seconds or longer, including to avoid touching their faces.
- Provide hand sanitizer with at least 60% alcohol & sanitizing products for employees and customers.
- Regularly clean high-touch surfaces at a minimum of every four (4) hours including doorknobs, light switches, shared equipment, toilet handles, sink faucets, and clock in/out areas.
- Weekly employee training on health safety protocols and regularly educating your employees on the symptoms of COVID 19 and the requirements for “self- quarantine” and return-to-work measures or policies currently in place at your business.
- Evaluate which employees, if any, can work from home and facilitate remote work from home when possible. For employees who physically report to the workplace, post the following guidance: <http://www.dph.illinois.gov/sites/default/files/Stay%20at%20Home%20Order%20-%20IDPH-OAG%20Workplace%20Health%20and%20Safety%20Guidance.pdf>

### **Customer Safety**

- Dealership sales facilities are usually large and can easily be modified for desks and work areas to ensure social distancing.
- Provide plexiglass shields in between customer and employee conversations whenever possible.
- Continue using signage in your business informing your staff and your customers of the necessary steps are being taken to ensure your business environment is sanitized daily.
- Continue using Signage, public service announcements, and advertising to inform customers about social distancing and face covering requirements.
- Continue to offer curbside, off-site, or remote service to your customers, if requested. (Additional information about digital retailing, including a recording of a recent webinar on the topic, is available on NADA's website, [click here](#)).

- Cap occupancy at 50% of store capacity, or, alternatively, 5 customers per 1,000 square feet per Department of Commerce and Economic Opportunity guidance (available here: <https://www2.illinois.gov/dceo/Documents/Occupancy%20Limits.pdf>);
- Disinfect all vehicles before service, after service is completed, before delivery and after test drives.
- Clean break rooms and employee lounges every four (4) hours; including light switches, phones, refrigerator handles, etc.
- Conduct a thorough deep cleaning of all shared surfaces in the facility at least once every 24 hours. This should include common areas such as conference rooms, reception areas, lunchrooms, and similar locations.
- Try to provide touch-free solutions such as: Touch free time clocks, individual access to water instead of large coolers, or other dispensaries. Restrict use of common microwave in break rooms.
- Limit travel for your employees, especially to domestic COVID 19 hotspots. (The CDC website has daily updates on COVID 19 statistics and affected areas.)
- Keep a log of customers who have been on your dealership premises within the past 14 days, including contact information, for use in the event that a dealership employee tests positive for coronavirus.

### **Working with Outside Suppliers & Vendors**

- Designate specific area for vendors to enter and exit the business, and limit their access to the rest of the facility including bathrooms.
- Require deliveries to be dropped outside the business doors when allowable/at all possible.
- Maintain a contact log for vendors or suppliers who enter the building, registering name, date, contact information, and asking if they've been in contact with anyone with COVID 19 in the past fourteen days.

### **Ongoing Public/Customer Communications**

- Remind your customers via your website, social channels, and advertising, your hours of operation and the measures in place designed to keep them safe and to limit their exposure and interaction with others.
- Post signage to the doors informing your customers of your commitment to their safety and to the safety of your employees.
- Create indoor signage directing customers to hand washing stations/areas, sanitizing stations, and bathrooms.
- Set up Personal Protective Equipment stations in both Sales and Service Departments.
- Do not offer food items, such as donuts, coffee, soft drinks or other items. Consider temporarily shutting down the vending areas as well.
- Follow all OSHA recommended practices for conducting business and limiting the spread of COVID 19. Go to <https://www.osha.gov/SLTC/covid-19/> for DOL/OSHA's COVID-19 information.

### **Do Not Work if You Are Sick**

You should not report to work if you are experiencing symptoms of Coronavirus Disease (COVID-19), including fever (100.4° or above), cough, shortness of breath, sore throat, chest tightness, extreme fatigue, loss of sense of taste or smell, diarrhea, muscle aches, or headaches. If you are experiencing any of these symptoms, stay home and call your doctor.