



OADA SHARES BEST PRACTICES ON SAFETY AND HEALTHY PRACTICES FOR CONTINUED OPERATIONS

OADA strives to help its members during these unprecedented times by providing some useful suggestions in addition to the requirements outlined in the Order, to keep your dealership clean and safe for you, your employees, and your customers. We encourage you to continuously monitor and change practices to meet the issues you experience.

DIRECTOR'S STAY-AT-HOME REQUIREMENTS

According to the Director's Order and [Amended Order](#) (going into effect at 11:59 PM on Monday, April 06, 2020), any essential business **must** take the following steps:

- Designate six-foot distances using signage, tape, or other means to ensure that both employees and customers maintain appropriate distance;
- Avoid shaking hands;
- Have hand sanitizer and sanitizing products (hand sanitizer should have at least 60% alcohol) readily available for both customers and employees;
- Have separate operating hours for members of the vulnerable population and the elderly;
- Post online whether a facility is open and how best to work with the dealership by phone or remotely;
- Allow as many employees as possible to work from home by implementing policies in areas such as teleworking and video conferencing;
- Actively encourage sick employees to stay home and following CDC guidelines;
- Ensure that your sick leave policies are up-to-date, flexible, and non-punitive to allow sick employees to stay home to care for themselves, children or other family members;
- Reinforce key messages on health and safety;
- Frequently perform enhanced environmental cleaning of commonly touched surfaces by using cleaning agents that are usually used in these areas;
- Be prepared to change or adapt business practices if needed to maintain critical operations; and
- Retail businesses are required to establish maximum occupancy limits inside the establishment at any time so that individuals may safely maintain a six foot distance from each other and post those limitations at every entrance accordingly.

SUGGESTED BEST PRACTICES FOR DEALERSHIPS

Dealer Provided Suggested Practices:

- Consider reducing operating hours and/or moving to appointment-only scheduling (exception for emergency situations);
- Post the maximum occupancy limit on your website and clearly display that limit at all entrances and exits;
- Designate a staff member or multiple staff members to monitor the occupation levels to ensure that it does not exceed the maximum occupation level;
- If the dealership is at maximum capacity, have someone at the door to inform customers that they cannot enter at that time and encourage customers to schedule an appointment or ask them to wait in their cars and you will call or text them when they are able to enter;
- Place signage at critical entry points informing consumers whether you are open during the Stay-at-Home Order, your hours of operation, and your maximum occupancy limits. *You can find sample signs on OADA's dedicated Coronavirus webpage [HERE](#);*
- When safe and practicable, prop doors open to avoid unnecessary contact with doors;
- Restrict access to non-essential rooms/locations to limit traffic (e.g. no public restrooms, limited access to showroom or service lounge, office areas, reception areas, etc.);
- Encourage and remind staff to engage in regular and routine hand washing for at least 20 seconds or using hand sanitizer; and
- Ensure employees are practicing social distancing and other hygiene practices (Eat lunch separately and maintain spacing with co-workers.).

Service & Parts Departments:

- Stagger service bays if possible/practicable;
- Install a plexiglass divider between customers and service advisors;
- Consider adding additional safety procedures such as seat covers, protective eye gear, daily uniform washes/cleanings, steering wheel covers, wearing gloves, etc.);
- Restrict customer access to the service area/lounge by asking customers to wait in vehicles until able to check-in and/or performing curbside check-in if possible;
- Offer pick-up and drop-off services for repair and service;
- Utilize loaner vehicles whenever possible to assist customers and clean them properly before re-lending them to additional customers;
- Disinfect cars before and after service/repair;
- Encourage credit card transactions to avoid handling cash;
- Encourage customers to use the drop boxes for key delivery;
- Spray packages with disinfectant prior to opening; and
- Have parts left on the counter for technician pick-up.

Sales Department:

- Encourage calling or emailing for more information about vehicles prior to coming to the store;
- Consider allowing customers to test drive vehicles on their own. If you do practice some due diligence; and
- Consider a home pick-up and test drive program to limit interaction at the dealership;

OADA continues to update this list periodically. If you have any suggestions, please feel free to share them with Matt Chacey at mchacey@oada.com.