

PUBLIC HEALTH REOPENING PROTOCOL AUTOMOBILE DEALERS

Recent Updates: (Changes are highlighted in yellow)

7/27/20: Updated protocol regarding Test Drives, and clarified information on symptom screening and face covering use.

PROTECTING EMPLOYEES AND CUSTOMERS FROM COVID-19

In the midst of the COVID-19 pandemic, establishments must take steps to reduce the risk of an outbreak occurring among customers and employees. Depending on the situation, public notification of an exposure to COVID-19 may be required. Ensure employees are enrolled in health insurance and have an established relationship with a primary care doctor prior to reopening. Employees can call 211 for information on health insurance and primary care physicians.

- **Establishments are required to make an immediate report to the Pasadena Public Health Department any time a customer or employee with COVID-19 (confirmed by a lab test or physician diagnosis) was at the establishment while sick or up to 48 hours before showing symptoms.** Establishment operators must call (626) 744-6089 or email nursing@cityofpasadena.net and provide all information requested by the Health Department. The operator is expected to provide or ensure testing for all employees that have had a possible exposure and must follow the US Centers for Disease Control and Prevention (CDC) [guidance](#) for cleaning and disinfecting the facility. Testing resources can be found through the employee's physician, and also at <https://www.cityofpasadena.net/covid-19/> and <https://covid19.lacounty.gov/>.
- **Educate employees to contact their supervisor if an employee or customer is feeling sick.** The supervisor should send the ill employee home immediately, taking care to maintain that person's privacy and observing physical distancing. If the person cannot leave the premises right away, utilize a safe, designated space for isolation (6 feet or more away from others). If the illness is work-related, the employer should facilitate appropriate care for the employee, the workers' compensation process, leave time, and California Occupational Safety and Health Administration (OSHA) record keeping.
- **Work with the Pasadena Public Health Department to investigate any COVID-19 illness.** Prepare customer and personnel records, facility floor plans, and shift/attendance logs to provide information as quickly as possible to the Health Department, including accurate contact information (phone, address, email) of all visitors and employees who were in contact within 6 feet of the infectious person for 15 minutes or more. Implement measures recommended by the Health Department.

Key Practices



COVER YOUR COUGH WITH YOUR ELBOW OR TISSUE (THEN DISPOSE AND WASH YOUR HANDS)



STAY HOME IF YOU ARE SICK



PRACTICE PHYSICAL DISTANCING OF 6 FEET OR MORE



WASH YOUR HANDS WITH SOAP AND WATER FOR 20 SECONDS, FREQUENTLY



COVER NOSE AND MOUTH WITH CLEAN FACE COVERING



PERFORM DAILY HEALTH SCREENINGS

Steps to Reopen

- ✓ Complete and implement the Public Health Reopening Protocol Checklist.
- ✓ Provide a copy of the Public Health Reopening Protocol to employees and conduct education.
- ✓ Post a copy of Public Health Reopening Protocol in a conspicuous location that is visible to employees and customers.

Helpful Contact Information

- If you have questions, or if you observe a violation, you can request information or submit a complaint through the Citizen Service Center. Call 626-744-7311 or visit <https://www.cityofpasadena.net/CSC>.
- Additional resources, including a printable COVID-19 Business Toolkit Signage, is available at <https://www.cityofpasadena.net/covid-19/#info-for-businesses>.

PUBLIC HEALTH REOPENING PROTOCOL CHECKLIST

AUTOMOBILE DEALERS

REDUCING RISK OF COVID-19 TRANSMISSION

Establishments must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the facility. All policies described in this checklist, other than those related to terms of employment, are applicable to delivery staff and other third party companies on the premises.

Designate one individual to be in charge of planning and implementation of all items. Submission of Protocol to a City Department is not required unless explicitly requested.

PERSON RESPONSIBLE FOR IMPLEMENTING PROTOCOLS	
Establishment Name: <input type="text"/>	
Person in Charge: <input type="text"/>	
Title: <input type="text"/>	
Phone Number: <input type="text"/>	Date: <input type="text"/>

ADDITIONAL PROTOCOLS IN ORDER TO REOPEN (if applicable)

Additional protocols relevant to operations must also be followed:

<https://www.cityofpasadena.net/covid-19/#guidance-faq-protocols>

- Retail – Public Health Reopening Protocol
- Office Workspace – Public Health Reopening Protocol

MEASURES THAT ENSURE EQUITABLE ACCESS TO SERVICES

- Where possible, accommodations have been made for vulnerable populations to be able to access services.
- 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.

EXTERNAL COMMUNICATION

- Post signage reminding visitors to maintain a distance of at least six feet at all times. If helpful, post diagrams or maps of how people should flow through the site.
- Post signage instructing employees/customers/the public to wear a face covering at all times, and to remain at home if experiencing any symptoms including fever of 100°F or above, cough, shortness of breath or difficulty breathing, sore throat, chills, headache, muscle ache, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea. Consult the CDC website for the most current list of COVID-19 symptoms.
- Communicate the establishment's new protocols by posting information on your website and social media pages regarding new protocols, including physical distancing measures, use of smaller, consistent groups of visitors, and the use of face coverings.
- Post a copy of this Protocol in a conspicuous location that is easily visible to employees, customers, and the public.
- Provide copies of the Protocol to all employees.

INTERNAL COMMUNICATION & TRAINING AND RECORDS

- Provide training to employees on all sections of the public health protocols including:
 - Information on [COVID-19](#).
 - How to identify [symptoms](#) of COVID-19 and how to self-screen and conduct symptom checks.
 - The importance of not coming to work if employees are experiencing symptoms of COVID-19, or if someone they live with has been diagnosed with COVID-19.
 - Proper use and care of face coverings ([Face Covering FAQs](#)).
 - Physical distancing measures, sanitization, and handwashing.
 - Proper safety protocols for use of disinfecting solutions.
 - Information on employer or government sponsored leave benefits the employee may be entitled to receive that would provide financial support to stay at home while ill. Provide additional information on government programs supporting sick leave and workers' compensation for COVID-19, including employee's sick leave rights under the Families First Coronavirus Response Act, the employee's rights to workers' compensation benefits, and presumption of the work relatedness of COVID-19 pursuant to the Governor's Executive Order N-62-20.
- Maintain records of each employee's schedule and work area or assignment.
- Maintain records of all customers' activities.
- Consider posting signs for the national distress hotline: 1-800-985-5990, or text TalkWithUs to 66746.

PROTECTION OF EMPLOYEE AND CUSTOMER HEALTH

Health Screening

- Conduct daily symptom checks (fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea) before or upon arrival. Consult the CDC website for the most current list of COVID-19 [symptoms](#). **The screening must include**

asking if the employee has had contact with a person known to be infected with COVID-19 in the last 14 days.

- Send employees home immediately if they arrive sick or become sick during the day. Encourage sick employees to contact their medical provider. Employees who need information on health insurance or providers can call 211.
- Notify all employees that they are not to come to work if sick or if they are exposed to a person who has COVID-19. The local Health Officer Order requires everyone to self-isolate when sick with COVID-19 and self-quarantine for 14 days from last contact with someone with COVID-19. Quarantine must be maintained for 14 days, even if test results are negative (no virus detected). Employees diagnosed with COVID-19 by a physician or through laboratory testing may not return to work without a letter of clearance from the Pasadena Public Health Department.
- Require any sick employee to stay home for at least 10 days or until 24 hours after fever and symptoms resolve (without use of fever-reducing medications), whichever is longer.
- Review and modify workplace leave policies to ensure that employees are not penalized when they stay home due to illness.
- Institute a plan in the event that one or more employees is diagnosed (by a physician or lab test) with COVID-19. The plan should include immediate isolation of the employee at home and self-quarantine of everyone that came into contact (within 6 feet for 15 minutes or more) with the ill employee. The plan should also include options for all employees identified as contacts to be tested for COVID-19 with an FDA-approved PCR test (not a blood test). However, contacts must still maintain quarantine for 14 days, even with a negative test.
- Customers should not enter the facility if experiencing symptoms. Screen for symptoms prior to the customer entering the facility and ask customers to use hand sanitizer and to wear a face covering.

Reduced Contact

- Require employees and customers not to use handshakes and similar greetings that break physical distance.
- Provide no-contact methods of payment at the establishment.
- For counter transactions, utilize a customer-facing credit card terminal, or instruct customers to place cash or card on the counter rather than directly onto the employee's hand. Provide the credit card receipt or change using the same process. Ask customers if they would like to use their own pen to sign. Disinfect the counter, credit card terminal, and shared pen after each use.
- Employees must avoid touching their face when handling credit cards and cash.
- Offer any transactions or services that can be handled remotely online.
- Equip the front desk area with Plexiglas or other impermeable barriers, if feasible, to minimize the interaction between reception employee(s) and customers. Implement virtual, touchless check-in tools, if possible, so that visitors do not have to utilize the reception space.
- Assign each employee individually-assigned tools, equipment, and defined workspace, and minimize or eliminate shared, held items.
- Install hands-free devices wherever possible such as trash cans, soap and paper towel dispensers, door openers, and light switches.
- Remove all unpackaged food and beverages that may be offered to employees and customers.
- Make water fountains available for filling water bottles only, and disinfect frequently.
- Prop doors and gates open where possible and applicable to reduce touching of handles, consistent with fire codes and accessibility standards.

- Remove amenities, including magazines, books, self-serve water stations (unless touchless), and other items for visitors from reception areas and elsewhere in the facility.

Scheduling

- Limit the number of employees who are on-site to the minimum number necessary, and institute alternate or staggered shift schedules to maximize physical distancing.
- Allow employees who can carry out their work duties from home to continue to work from home, especially those at higher risk (65 or older or with underlying medical conditions). Reconfigure work processes to the extent possible.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing.
- Provide time for employees to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.
- Adjust or modify store hours to provide adequate time for regular, thorough cleaning and product stocking.

Face Coverings*

- Provide, at no cost, a cloth face covering for all employees who have contact with the public or other employees, and instruct employees to wear a clean (washed daily), cloth face covering at all times during the work day. Face coverings are optional when alone in a room or private office. 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 **may** not be used.
- Require customers to wear face coverings at all times while on the premises.
- Prohibit employees from eating or drinking anywhere inside the workplace other than designated break areas (staying at least 6 feet apart) to ensure face coverings are worn consistently and correctly.

** Individuals with chronic respiratory conditions, or other medical conditions that make use of a face covering hazardous are exempted from this requirement. Children under age 2 years should not wear a face covering. Refer to the [Face Covering FAQs](#) document for additional information on use and care of the face covering.*

Hand Hygiene

- Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles.
- Instruct employees to wash hands upon arrival and at departure, before and after eating, and as otherwise necessary.
- Designate an employee to check handwashing stations frequently and restock as needed.
- Allow employees time during their shift to wash their hands frequently.
- Provide hand sanitizer effective against COVID-19 (at least 60% alcohol) in visitor's areas, and also in employee areas where a hand sink is not available. Hand sanitizer, tissues, and trash cans must be made available to the public at or near the entrance.

Gloves and Protective Equipment

- Provide disposable gloves to employees handling items used by customers, to workers using cleaners and disinfectants, for employees who handle commonly touched items, and for employees who provide temperature screenings.
- Provide other personal protective equipment (PPE), such as eye and face protection, as necessary.

Restrooms

- Place trash can near the door if the door cannot be opened without touching the handle, so restroom users may use a paper towel to cover the doorknob. Maintain compliance with accessibility standards and fire code.
- Increase frequency of cleaning and disinfection of restrooms.
- Ensure that restrooms stay operational and stocked at all times.

PHYSICAL DISTANCING

Physical distancing must be observed and enforced by the establishment.

Increased Physical Distancing and Reduced Contact

- Reconfigure office spaces, breakrooms, waiting rooms, and workstations to allow for at least six feet of distance between employees and customers. Use measures such as physical partitions or visual cues (floor markings, colored tape, or signs) to indicate where people should sit or stand. When six feet of physical distancing is not possible, consider installing physical barriers.
- Designate separate entry and exit points if possible, to minimize crowding, monitor occupancy, and allow for health screenings as employees enter.
- Review foot traffic flows and make changes if needed to permit physical distancing during employee activities in the front and back areas of the facility. Place maps and visual markings on floors to inform customers and employees of people flow in the facility.
- Instruct employees to maintain at least six feet of distance from customers and from each other, except employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Where possible, provide outdoor break areas with shade covers and seating, and encourage employees to take breaks alone and away from the facility.
- Install protective, plastic barriers in locations where close interactions with salespeople, finance managers, receptionists and cashiers are necessary.

Physical Distancing Specific to Automobile Dealerships

- Arrange showroom so that customers can look at different car models while maintaining a distance of at least 6 feet from other customers and employees.
- Test drives are allowed with only a single customer with the employee sitting in the opposite back seat, when applicable. Both customer and employee must wear cloth face coverings.
 - Solo test drives are encouraged, where an employee may follow the customer or require the customer to sign a borrowed vehicle agreement to assure return of the car.
 - Test drives with the vehicle windows open are also recommended, where applicable.
 - Encourage customers to limit test drives only to models they are considering for purchase.

Deliveries and Vendors

- Review work flows and make changes if needed to permit physical distancing during pickups and deliveries.
- When other parties (truck drivers, delivery agents, vendors) play a role in the work flow, instruct them to wear face coverings and to comply with symptom checks and physical distancing.

SANITIZATION AND CLEANING

- Provide hand sanitizer for visitors at high traffic areas, such as entrances.
- Develop a sanitization plan that identifies the surfaces to be disinfected, the frequency, and the person assigned to the task.
- Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions and Cal/OSHA requirements.
- Modify hours to allow for regular deep cleaning of the facility.
- Provide disinfectant and related supplies in multiple locations readily available to employees and customers.
- Provide personal protective equipment (PPE) for employees who clean and disinfect surfaces appropriate to the chemicals that they are using.
- Disinfect items touched by customers.
- Disinfect shared equipment between shifts or between users, whichever is more frequent, including copiers, fax machines, printers, phones, keyboards, staplers, counters, protective barriers, doorknobs, light switches, bathroom fixtures, trash cans, and railings. Disinfect credit card terminals, PIN pads, shared pens, and styluses after each use.
- Disinfect car door knobs, handles, steering wheel, dashboard fixtures, gear controls, seats and any other car parts that a customer has touched after looking at, sitting in, or driving the vehicle. Disposable floor and seat covers may be used to minimize risk of contamination during test drives.
- Install hands-free devices if possible, such as trash cans, soap and paper towel dispensers, door openers, and light switches.

BUILDING SAFETY

- Stagnant water in pipes increases the risk for growth and spread of legionella bacteria. When reopening a building, it is important to flush both hot and cold water lines through all pipes and points of use including faucets and showers. Appropriate PPE including an N95 respirator must be worn. Information regarding this process can be found at the [CDC website](#).
- Consider HVAC upgrades to improve air filtration and increase fresh air ventilation. Clean HVAC intakes and returns daily and maintain systems to increase ventilation.
- If fans such as pedestal fans or hard mounted fans are used in the facility, take steps to minimize air from fans blowing from one person directly at another individual.