**REMOVE PRIOR TO EMPLOYEE PRESENTATION/DISTRIBUTION**

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| DEALERSHIP EMPLOYEE COVID-19 TRAINING GUIDE |

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| **WHAT IS COVID-19 AND HOW IS IT TRANSMITTED?** |
| * It is a virus related to other coronaviruses that cause the common cold, but can cause much more serious health effects * It is highly contagious, spreading from person to person * In just a few months, it has infected millions of people worldwide * COVID-19 is spread from person to person mainly through coughing, sneezing, and possibly talking and breathing as well as from contact with contaminated surfaces or objects |
| **WHAT ARE THE MAIN SYMPTOMS OF COVID-19?** |
| * Typical symptoms include fever, cough, and shortness of breath * Other symptoms are chills, muscle aches, sore throat, loss of sense of taste or smell, nausea or vomiting and diarrhea * Symptoms begin 2-14 days after exposure * Some people have no symptoms |
| **HOW CAN EMPLOYEES HELP TO PROTECT THEMSELVES AND OTHERS IN THE WORKPLACE?** |
| * Keep physical distance of at least 6 feet * Practice frequent hand washing for 20 seconds and/or use hand sanitizer if soap and water are not available * Frequently sanitize work surfaces and tools * Cover coughs and sneezes and wear a face mask * Avoid touching the eyes, nose, or mouth with unwashed hands * Avoid shaking hands and wash hands after physical contact with others * Stay home if you are sick and avoid co-workers who appear sick |
| **HOW SHOULD EMPLOYEES PROPERLY WEAR AND USE FACE COVERING/FACE MASKS?** |
| * Face coverings must be worn by all employees at all times when (i) they cannot consistently maintain six feet of separation from other individuals in the workplace, (ii) when working in a shared workspace with other employees or customers, and (iii) when utilizing community/public spaces within the dealership such as hallways, bathrooms, breakrooms, etc. * Ensure your cloth face covering is snug and secure, and is secured with ties or ear loops * When removing a face covering, avoid touching your hands to your face, nose and mouth. As soon as the face covering has been removed, make sure to wash your hands immediately * Cloth face coverings should be washed in a washing machine between uses |
| **HOW SHOULD AN EMPLOYEE ADDRESS A CUSTOMER WHO STATES THAT HE/SHE CANNOT WEAR A FACE COVERING?** |
| * Ask the customer if he/she is unable to wear a mask because of a disability. * **If the answer is “Yes”:** Do not ask additional questions regarding the disability; Do not ask for documentation for proof of a disability; Employee should try to work with the customer to find a way to meet their needs without risking the safety of other customers and employees by offering curbside service outside of the dealership * **If the answer if “No”:** Offer the customer a face mask to use while inside the dealership/service area; Do not allow entry to the dealership/service area if the customer still refuses to wear a mask; Employee should instead try to arrange a socially distanced customer experience or offer the customer curbside service if feasible * **If this does not resolve the issue,** the situation should be escalated to [INSERT NAME OF PERSON AT THE DEALERSHIP WHO WILL HANDLE THESE CONFLICTS]. |
| **WHAT PERSONAL PROTECTIVE EQUIPMENT IS PROVIDED TO EMPLOYEES BY THE DEALERSHIP?** |
| * The dealership provides all employees with face masks, gloves and disinfecting wipes/hand sanitizing solution * Face coverings, gloves, disinfecting wipes and hand sanitizer can be found [INSERT LOCATION OF WHERE THESE CAN BE FOUND/ACCESSED BY EMPLOYEES] * If an employee is in need of additional PPE, employees should contact [INSERT NAME OF SUPERVISOR] to request PPE or other supplies |
| **HOW HAS THE DEALERSHIP MODIFIED THE WORKPLACE RESPONSE TO THE PANDEMIC?** |
| The dealership has made the following changes to the workplace to help prevent the spread of COVID-19 [THE FOLLOWING MUST BE TAILORED TO WHAT THE DEALERSHIP IS ACTUALLY DOING ON PREMISE]:   * Plexiglass barriers/sneeze guards were installed [INSERT AREAS WHERE INSTALLED, i.e., service write-up stations, the retail parts window, service cashier window, sales desks, etc.] * Hand sanitizer is provided [INSERT AREAS WHERE HAND SANITIZER IS NOW PROVIDED/LOCATED] * Employee and customer entry locations have been restricted to [INSERT LOCATION OF EMPLOYEE AND CUSTOMER ENTRY] * Social distancing labels/decals are installed on service write up floor, outside parts department and in the showroom. * COVID-19 prevention signs and notices are placed throughout the dealership reminding employees and customers of proper hygiene and social distancing measures to be taken * Remove appropriate number of chairs from customer waiting areas to foster social distancing * [REVIEW ALL OTHER ENGINEERING CONTROLS IMPLEMENTED BY THE DEALERSHIP WHICH ARE REFLECTED IN THE DEALERSHIP’S PREPAREDNESS AND RESPONSE PLAN] |
| **HOW HAS THE DEALERSHIP INCREASED ITS CLEANING AND SANITIZING PROCEDURES?** |
| * [IF THE DEALERSHIP HAS RETAINED A VENDOR TO CONDUCT INCREASED CLEANING OF THE DEALERSHIP, INSERT THAT INFORMATION HERE. INSERT THE FREQUENCY OF CLEANING, i.e. dealership cleaned 5 nights per week, bathrooms cleaned and disinfected 3 times per day, etc.] * [INSERT WHAT INCREASED CLEANING AND SANITIZING MEASURES THAT THE DEALERSHIP IS TAKING WITH RESPECT TO VEHICLES, i.e. disinfecting vehicles when brought in for service, when returned to customer, when vehicle is taken for a test drive, when vehicle is taken in as a trade or purchased from auction, etc.] * [IF THE DEALERSHIP IS USING STEERING WHEEL, SEAT, FLOOR MAT COVERS, INSERT THAT INFORMATION HERE] * [IS DEALERSHIP REQUIRING EMPLOYEES TO USE GLOVES WHEN TOUCHING VEHICLES? IF SO, INSERT HERE.] * If an employee or customer is confirmed to have COVID-19, the following methods will be used for enhanced cleaning and disinfection: * If possible, the dealership will close off areas used by the person who is sick and wait 24 hours before cleaning or disinfecting, or if 24 hours is not feasible, wait as long as possible. * Open outside doors and windows to increase air circulation in the area. * Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, etc. |
| **HAS THE DEALERSHIP IMPLEMENTED A SCREENING PROCEDURE TO SCREEN EMPLOYEES FOR ILLNESS BEFORE REPORTING TO WORK EACH DAY?** |
| **[INSERT SPECIFIC DETAILS ABOUT THE SCREENING PROCEDURES BEING FOLLOWED BY THE DEALERSHIP, i.e. if a printed questionnaire is being completed, then attach the form; if an online application is being used, describe the application and how an employee uses the app; if the supervisor is verbally questioning employees and logging the information somewhere, then describe the process]** |
| **HOW SHOULD AN EMPLOYEE NOTIFY THE DEALERSHIP OF A SUSPECTED OR CONFIRMED CASE OF COVID-19?** |
| * Employees must notify **[INSERT NAME OF SUPERVISOR TO NOTIFY AND THE METHOD AS TO HOW TO NOTIFY IF THE DEALERSHIP REQUIRES THE NOTICE TO BE EMAILED OR IN WRITING IN SOME FORM]** of any of the following: * If the employee has a confirmed case of COVID-19; * If the employee suspects or is showing symptoms of COVID-19; * If the employee was exposed to someone with a confirmed or presumptive positive case of COVID-19 * Employees are also encouraged to notify **[INSERT NAME OF SUPERVISOR]** if an employee knows or suspects another employee or a customer has COVID-19 * Any employee who self-reports or reports another confirmed to have or suspected to have COVID-19 will have his/her identity kept confidential |
| **WILL THE DEALERSHIP INFORM EMPLOYEES AND CUSTOMERS OF A SUSPECTED OR CONFIRMED CASE OF COVID-19?** |
| * The dealership will immediately send the confirmed positive or suspected employee home to self-quarantine in accordance with CDC guidelines * The dealership will then do the following to determine exposure to others: * Ask the infected employee how they believe they contracted the COVID-19 illness; * While respecting employee privacy, discuss with the infected employee their work and out-of-work activities that may have led to the COVID-19 illness; and * Review the employee’s work environment for potential COVID-19 exposure. * The dealership will notify any employees, customers or vendors who have come in close contact for an extended period of time with a person who is confirmed or suspected to have COVID-19 * The dealership will encourage those employees in close contact to be tested for COVID-19 and will follow CDC guidelines and/or employee health care professional recommendations regarding self-quarantining |
| **WHEN CAN AN EMPLOYEE RETURN TO WORK AFTER A CONFIRMED OR SUSPECTED CASE OF COVID-19 OR AFTER EXPOSURE TO SOMEONE WITH A CONFIRMED OR SUSPECTED CASE?** |
| * If you had symptoms of COVID-19 and had a confirmed or suspected case (even without test results), you can return to work after: * 10 days have passed since symptoms first appeared and * At least 24 hours with no fever without fever-reducing medication and * Customized Jewellery Store India – Shop Customized Jewellery in India -  Custom Jewellery for Sale Online | ShipJewel.comSymptoms have improved * You have no fever **and** * Any respiratory symptoms have improved **and** * You have received two negative test results in a row, at least 24 hours apart. * If you tested positive for COVID-19 but were asymptomatic (no symptoms), you can return to work after: * Customized Jewellery Store India – Shop Customized Jewellery in India -  Custom Jewellery for Sale Online | ShipJewel.com10 days have passed since your positive test * You have received two negative test results in a row, at least 24 hours apart. * If you were in close contact[[1]](#footnote-1)✪ with someone who has tested positive for COVID-19, you can return to work 14 days after your last exposure to that person. |
| **HOW CAN AN EMPLOYEE REPORT UNSAFE WORKING CONDITIONS RELATING TO COVID-19?** |
| * All workers have the right to: * Raise a safety or health concern with their employer or MIOSHA * File a complaint with MIOSHA * Employers cannot retaliate against an employee for: * Complaining about safety or health condition in the workplace or * Refusing to do an allegedly imminently dangerous job/task * More information on employee rights * How to File a Complaint with MIOSHA: <https://www.michigan.gov/leo/0,5863,7-336-78421_11407_30453-93835--,00.html> |

## **EMPLOYEE COVID-19 TRAINING VERIFICATION**

I acknowledge that I have received COVID-19 training as well as a copy of the Dealership Employee COVID-19 Training Guide. I understand that I am responsible for reading and complying with this Training Guide and the procedures contained in it. The dealership is prepared to answer any questions I may have about anything contained in the Guide at any time. I agree to read and abide by this Guide and understand that failure to abide by it will lead to discipline, up to and including termination.

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Signature

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Printed Name

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Date

1. ✪ For COVID-19, a close contact is anyone who was within 6 feet of an infected person for at least 15 minutes. An infected person can spread COVID-19 starting 48 hours (or 2 days) before the person had any symptoms or tested positive for COVID-19. [↑](#footnote-ref-1)