

COVID-19 Operational Plan

This template has been developed as an operational plan detailing methods to mitigate transmission of COVID-19 as required under the Public Health [COVID-19 Prevention and Self-Isolation Order](#), as of May 1, 2020.

Eagle Ridge Chevrolet Buick GMC Ltd.

2595 Barnet Highway, Coquitlam B.C.

Manager Responsible: Rob Walker

Signature: _____

Phone: _____ Email: _____

Anticipated Start Date/Date of Event & End Date: As long as required

Brief Description of Type of Activity or Activities including duration: Automotive sales and service

1. Physical Distancing

Measures used to maintain physical distancing	Steps taken to ensure minimal interaction of people. (2 metres separation)
Between employees	Individual work stations in separate offices
	Enforcement of areas IE: lunch or meeting rooms
	Large meetings held in large showroom areas
Between clients	Distance signs on floor to avoid meeting in close areas
	Distance signs in service arrival area and by counters
	Masks to be worn in all customer facing areas
Between employees and clients	Masks to be worn in all customer facing areas
	Plexiglass shields on every desk and at reception areas

2. Policy for Exclusion of Employees/Volunteers/Participants/Clients Requiring Self-Isolation

See Employee COVID-19 Daily Self Screening Questionnaire, attached

3. Illness/Exclusion Policy for Employees/Volunteers/Participants/Clients/CUSTOMERS with Symptoms of COVID-19

See Employee COVID-19 Daily Self Screening Questionnaire, attached

4. Enhanced Cleaning and Disinfection of Shared Areas and Surfaces

Cleaning removes visible soil and/or dirt from surfaces. Cleaning works by using soap and water to physically remove germs from surfaces.

Disinfecting kills germs on surfaces. Disinfecting works by using chemicals to destroy germs.

Ensure to **CLEAN** visibly dirty surfaces, prior to **DISINFECTION**.

Name of cleaning product:	Quat
Mixing instructions	4 oz per gallon
Name of disinfectant¹:	Quat
Mixing instructions	4 oz per gallon

¹ Health Canada has a list of disinfectants that have demonstrated that are likely to be effective against COVID-19. The list is available here: <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html>

Shared Areas and Surfaces that will be cleaned and disinfected regularly:

Location	Frequency¹
Main showroom	every 1-2 hours
Service showroom	every 1-2 hours
	Each facility will wipe down every hard surface in the customer areas, counters, door handles, door pushes and bathroom faucets and handles.
Sales staff and service staff	Wipe down each vehicle before and after service or before and after test drive.

5. Hand Washing /Sanitizer Stations

We all have to do our part to prevent the spread of illness. We know that practicing good hygiene is an essential part of preventing the spread of COVID-19. To protect yourself and others from getting sick, take the following precautions:

- wash your hands often (in addition to routine times such as after using the washroom, before eating, when handling food for the public),
- cough/sneeze into your elbow or tissue and throw away,
- avoid touching your eyes, nose and mouth with your hands,
- use alcohol-based hand sanitizer if soap and water are not readily available.

Hand Washing Stations	Location
Staff	Bathroom, coffee area and service back wash area. Sanitizing stations throughout both facilities.
Public	portables located at store entry points in service.
Hand Sanitizer Stations	Location
Staff	Throughout the dealership and portables available
Public	At entry with signage at service entry points and portables available. Throughout the main showroom.

6. Capacity Limits

Staff and customers as social distancing permits.

7. Gatherings

a) Will gathering(s) take place on the premise? (Y/N) NO

8. Additional directives/guidance

Consider any additional directives and/or guidance relevant to your operation and elaborate on how these will be integrated into your operations in your plan. Applicable guidance can be found online at www.princeedwardisland.ca/renewguidance.

9. Records for contact tracing:

Every individual entering the facility will be asked to leave their first and last name and phone number. Each individual staff member checks in with the self-assessment form each day and has a temperature check when coming on shift.