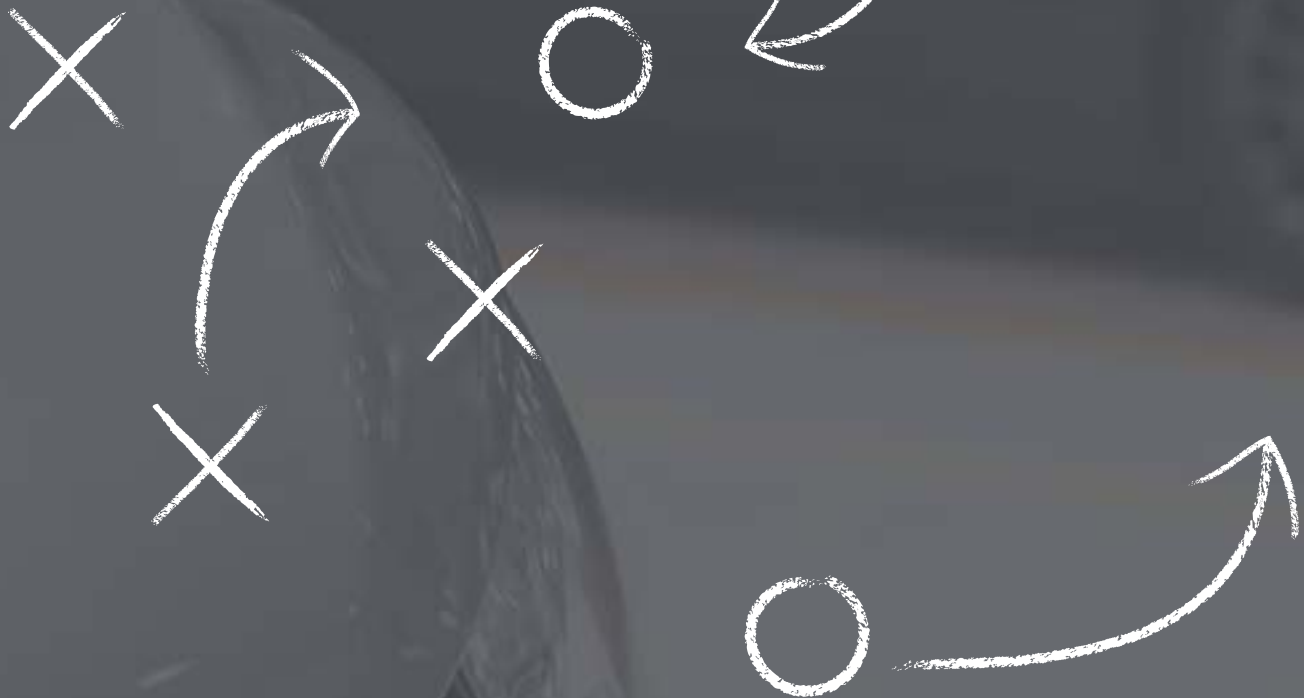


# CORONAVIRUS NHADA PLAYBOOK

**VERSION 2**

A Guide For Essential  
Motor Vehicle Businesses



**Version 2 | September, 2020**

Employers and Employees

CORONAVIRUS PLAYBOOK



**NEW HAMPSHIRE  
AUTOMOBILE DEALERS  
ASSOCIATION**

# NHADA CORONAVIRUS PLAYBOOK

## Adhering to the NH 2.0 Guidelines – Employer and Employee Responsibilities

On May 1, 2020, Governor Sununu issued the “Stay at Home 2.0” guidelines including “universal guidelines” and very specific “retail guidelines”. Some updates and changes were implemented on August 27, 2020. These guidelines have been in effect since May 1st for essential businesses like motor vehicle service and repair. NHADA has taken the liberty to blend the “universal” and “retail” guidelines and segregate them by employer, employee and customer responsibilities.

### **Many of the guidelines are mandatory.**

A couple of examples include all employees of a retail establishment must wear masks; all employers must screen employees each day.

If NH is to continue to strike the right balance of re-opening the economy and limit the impact of Covid-19, all of us need to follow these guidelines. NHADA worked to ensure that motor vehicle service and sales businesses were declared as an essential business. We will work to help you comply with these guidelines. NHADA is/will be providing online training for your team to help with compliance. We also are including suggested resources and products (masks, sanitizers, thermometers, etc.) throughout this document to help you comply with these guidelines.

You may also visit [www.nhada.com/covid19](http://www.nhada.com/covid19) for more helpful information.

The New Hampshire Department of Health and Human Services (DHHS) has updated the COVID-19 resources available to New Hampshire businesses on its website, [www.covidguidance.nh.gov](http://www.covidguidance.nh.gov).

The NH Department of Business and Economic Affairs has a substantial Frequently Asked Questions (FAQs) page with answers to dozens of the most popular questions raised over the past few months regarding COVID-19 response guidance and restrictions.

The FAQ page and other resources can be accessed directly here: [nheconomy.com/businessfaqs](http://nheconomy.com/businessfaqs)

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## The employer starts their day...

Update your policies and procedures to support the following guidelines so they can be maintained, communicated to the staff and adhered to:

- The business has been thoroughly cleaned per the [CDC recommendations](#)
- A staff member has been designated to be the cleaning person.
- Every 2 hours throughout the day and after interaction with customers, all frequently touched and common surfaces must be cleaned.
- Install proper signage throughout the business so both employees and customers are aware of all that is being done to continue to do business during the COVID 19 pandemic. We also recommend placement of the Retail and Universal Guidelines in a common area for employees and customers to read.
- An employee has been designated to monitor adherence to proper hygiene practices and social distancing
- **All employees must be screened by a designated screener.**
  - Identify a location and assign a person who will screen each employee every day before they enter the work-place. Such plans should be clearly communicated with employees. Ideally a single entrance point and a room that provides privacy for each interaction.
  - The person performing the screening (and the employee) should wear a cloth face covering/mask. The screener should ask the following questions:
    1. Have you been in close contact with a confirmed case of COVID-19 in the last 14 days?
    2. Have you had a fever or felt feverish in the last 72 hours?
    3. Are you experiencing any respiratory symptoms including a runny nose, sore throat, cough, or shortness of breath?
    4. Are you experiencing any new muscle aches, chills or severe fatigue?
    5. Have you experienced any new change in your sense of taste or smell?
    6. Have you had any gastrointestinal symptoms such as nausea, vomiting or diarrhea?
    7. Have you traveled in the prior 14 days outside New Hampshire, Vermont, Maine, Massachusetts, Connecticut, or Rhode Island?
- **Document the temperature of all employees daily before their shift:**
  - Employers should take the temperatures of their employees on-site with a non-touch thermometer each day upon the employees' arrival at work.

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- If this is not possible, temperatures can be taken before arriving as long as it can sufficiently be authenticated by the employee. Normal temperature should not exceed 100.0 degrees Fahrenheit.
- **If employees exhibit COVID-19 symptoms (e.g. Answers “yes” to any of the screening questions or who is found to have a fever), the employer shall:**
  - Instruct the employee to leave the premises immediately and to seek medical advice (see employee guidance below).
  - Per EEOC and other pertinent guidelines, maintain the confidentiality of employee health information; prevent stigma and discrimination in the workplace. Do not make determinations of health risk or health status based on race or country of origin.
- Here are two suggestions to document the screening results. **The screener can complete:**
  - A separate written form for each employee on each day they report to work ([example](#)); or
  - An excel spreadsheet (**below**):

Date	Employee First Name	Employee Last Name	Affirmative Answer or Temp Above 100?
9/16/20	John	Smith	Y
9/16/20	Mary	Jones	N
9/16/20	Tom	Brady	N
9/17/20	Mary	Jones	N
9/17/20	Tom	Brady	N

- Employees are “on the clock” while being screened and employers must pay their employees for that time per the NH Dept of Labor.
- All staff members must wear face coverings even when others are not immediately present. This includes all employees, even technicians and back office staff.  
[CDC recommendations for face coverings](#)
- Adjustments have been made to ensure safe social distancing. Think about having employees work from home; varying shifts and times the lunch and break rooms can be used; pick-up and drop-off services, use of a drop box. [NHADA Covid-Safe Inspection Stations](#)
- Have plans in place for when customers are present – they must wear masks to enter, they should be aware of what you are doing to keep them safe.
- The Business has implemented the employee and customer guidelines below.
- **Asymptomatic persons reporting close contact with someone suspected or confirmed with COVID 19, or who report one of the travel related risk factors must self quarantine for 14 days from their last exposure or return from travel. Testing for COVID 19 does not allow a person to be released early from their 14 day quarantine.**

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## The employee starts their day...

Employees should have been made aware of all the new guidelines, policies and procedures that are in place to keep them and the customers safe. Make sure they understand what you are doing for them but also make sure they understand what is expected of them and what non adherence to these policies means; (i.e. disciplinary measures).

- Employees shall immediately wash their hands or use hand sanitizer upon entering the building
- Employees shall be screened upon entering work for the day (see above)
- Employees shall wear a face covering even when others are not immediately close
- Employees shall follow strict personal hygiene guidelines and cleaning practices as outlined by the employer
- Employees shall not congregate in groups in common areas such as break and lunch rooms
- Social distancing must be adhered to at all times.
- Employees shall communicate with customers what they are doing to keep them safe.
- **Employees who are diagnosed with Covid-19, exposed to Covid-19 or have the following symptoms below should notify their supervisor and stay home:**
  - Fever
  - Respiratory symptoms such as runny nose, sore throat, cough, or shortness of breath
  - Flu-like symptoms such as muscle aches, chills, and severe fatigue
  - Changes in a person's sense of taste or smell
  - Gastrointestinal symptoms such as nausea, vomiting or diarrhea

**Exceptions to Quarantine Requirements** Exceptions to quarantine requirements following close contact to someone suspected or confirmed with COVID19, or travel outside New England for non-essential purposes are not recommended and should not be standard practice. All efforts should be made to allow employees to work remotely during their quarantine period. Exceptions should only be made for employees that work in the critical infrastructure sectors listed below AND who are deemed essential to the functioning of the business. Essential critical infrastructure employees may be permitted to work during the quarantine period if all of the following criteria are met:

- The employee is not exhibiting any signs or symptoms of COVID-19;
- The employee is not a household contact to a confirmed case of COVID-19;
- The employee is deemed essential to the functioning of the business and substantial business impact would be experienced if the employee does not work in person;
- The employee cannot conduct essential functions remotely;
- There is no replacement personnel for the employee;
- The employee works in a critical infrastructure sector;

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- The employee self-quarantines for all other purposes other than reporting to work;
- The employee wears a mask, maintains at least 6 feet of separation from other employees and customers, and participates in daily health screening while at work or other public locations as outlined in CDC guidance.

## The customer enters your business...

You want your customers to see you are doing all you can during the COVID 19 pandemic to not only continue to give them the best customer service and best products but also to show them you have taken the Governor's guidelines seriously and are doing everything you can to keep them safe and well. Customers should know what is expected of them when they enter as well as what you are doing to adhere to the guidelines.

- Services should preferably be paid for electronically, but retailers may accept cash or check.
- When possible, use a clearly designated entrance and a separate clearly designated exit to maintain social distancing.
- Use plastic shields or barriers between customers and clerks at service counters and clean them frequently.
- Adjust store hours to allow time for enhanced cleaning.
- Suspend the sampling of food and personal hygiene products. No donuts or snacks lying about; no common creamers at the coffee station. If you offer a beverage service, you need to determine how those products will be distributed, accessed and cleaned.
- Develop a process for limiting the number of customers inside a store at a given time, excluding employees and representatives of third-party delivery companies, to 50 percent or less of store occupancy based on New Hampshire's Building and Fire Code.
- Ensure any waiting line outside the store has demarcations spacing customers at least 6 feet apart.
- Customers should wear cloth face coverings at all times when inside the store. Signage and staff should request this before customers enter the store. If the business mandates that customers wear masks, it needs to decide if they will supply masks for customers without them or turn such customers away.
- Consider dedicated shopping hours or appointment times for the elderly and medically vulnerable persons.
- If feasible and reasonable, establish one-way aisles and traffic patterns for social distancing.
- Where appropriate and possible, implement pay-ahead and curbside pickup and/or delivery service options to minimize contact and maintain social distancing.
- Add social distancing reminder signage, personal and floor stickers in key areas in the store (e.g. check-out counters)
- Have available for customers hand sanitizer to use as soon as they enter the building

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## Covid-Safe Products:



### Disposable Face Masks

**\$19.00**

These face masks are made of waterproof, meltblown, non-woven fabrics with a three layer filter. Soft, comfortable, and skin-friendly with elastic straps to be worn over the ears.

[Purchase Now](#)



### Hand Sanitizer 1oz reusable glass bottles

**\$74.50 (50 bottles per box)**

75% ethyl alcohol liquid sanitizer in a refillable GLASS bottle with a spray top. Also good for both hands and surfaces!

[Purchase Now](#)

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## Customer Courtesy Decals

**\$0.30 (buy in bulk and save)**

Let your customers know you care about their safety and that their car has been sanitized after completing work or before purchasing a car from you.



[Purchase Now](#)

## COVID-19 Signs

**\$12.00 (buy in bulk and save)**

Handwashing signs are useful tools to help protect the health and safety of both staff and the public. Airborne disease can spread when people cough, sneeze, or simply talk.



[Purchase Now](#)

## Floor Decals

**\$17.50**

Help remind customers and employees to keep the minimum six-foot space as recommended for proper social distancing with these colorful and eye catching floor decals.



[Purchase Now](#)



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## Face Masks Required Decals

**\$12.20 (buy in bulk and save)**

Use these eye-catching signs to notify customers of face mask requirements. Prints Red or Blue on white vinyl with removable adhesive backing. Outdoor durable. Two stock designs available.

[Purchase Now](#)

**LG FLOOR STANDING**  
• 30 3/4" x 40 1/2" Aluminum Frame  
• 48" x 36 1/2" Clear Screen



## InteliShield Protective Screens

**Starting at \$41.40**

These clear shields provide a protective barrier between customers and employees in close quarters. InteliShield Protective Screens are freestanding structures, allowing them to be moved as needed.

[Purchase Now](#)



## Multi-Use Parts Bags/Gear Shift Covers

**\$23.25 (buy in bulk and save)**

Manufactured to ensure high strength protection for your customers, this multi-use parts bag is a great item to use as a gear shift cover

[Purchase Now](#)

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## **Slip-N-Grip Brand Seat Covers - Standard .5 mil**

**\$61.95 (buy in bulk and save)**

These covers have a 2-layer construction which insures the seat cover stays in place, won't shift or bunch up like single layered seat covers.

[Purchase Now](#)

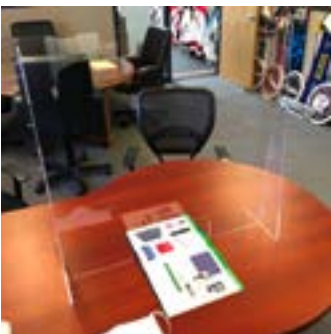


## **Slip-N-Grip Brand Steering Wheel Covers - Standard**

**\$65.95 (buy in bulk and save)**

This new style of steering wheel cover slides over the steering wheel rather than using a sewn in elastic band. Can fit standard steering wheels up to 24" in diameter.

[Purchase Now](#)



## **Acrylic IntelliShield Countertop Model**

**\$129.00**

This countertop model is made up of a thick sheet of acrylic and is sturdier than the Economy countertop model. Sold individually.

[Purchase Now](#)

*Thank you for reading the NHADA Stay At Home 2.0 Automotive Business Playbook. This resource was developed to assist employers and employees comply with the May 1, 2020 Stay at Home 2.0 guidelines as modified effective 8/27/2020. As new information becomes available, we will be posting it on our [COVID-19 information hub](#)*