



COLORADO

Department of Revenue

Enforcement Division – Auto Industry

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BEST PRACTICE GUIDANCE FOR OPERATION UNDER SAFER-AT-HOME

Dealers and Wholesale Auto Auctions providing motor vehicles or powersports vehicles for sale, lease, rental, or service loaners, can take measures to protect themselves, their customers, and employees, from COVID-19. This document provides guidance to mitigate transmission of COVID-19 through the use of communication and education, social distancing, and personal and environmental cleaning practices.

- Dealerships must comply with any local Public Health Orders.
- Dealerships must comply with the Colorado Department of Public Health and Environment’s Public Health Order 20-28, unless their local government has received a variance from the state or is enforcing more restrictive orders than the state.
- Dealership’s staff in the workplace should not exceed 50% of their pre-COVID-19 numbers.
- Employees who are sick should stay home. Those who exhibit fever, dry cough, shortness of breath, should follow the directions for self-isolation and seek medical attention if needed.
- Employees who have been in close contact with someone who has tested positive for COVID-19 should stay home, self-quarantine and monitor themselves for symptoms.
- Employers should consider screening employees, including taking their temperatures, when they report to work. Ask them if they have a fever, dry cough, shortness of breath, or have been in close contact with anyone exhibiting these symptoms. If they answer “yes” to any of these screening questions send them home and advise them to follow the directions for either self-quarantine or self-isolation. An employee health screening form is available at covid19.colorado.gov/schools-workplaces-community.
- Employees and customers should adhere to social distancing requirements by staying at least six feet away from each other.
- Post signs where employees and customers can see them, reminding them to avoid touching their eyes, noses and mouths and to practice proper sneezing and cough etiquette.
- Have ample supplies of hand sanitizer on hand for your employees and customers.
- Use contactless payment solutions, no touch trash cans, etc. whenever possible.
- Employees must wear masks or cloth face coverings. Dealers should consider providing appropriate gloves, masks, face shields and other personal protective equipment to employees to the extent possible. Using cloth face coverings will preserve medical masks for healthcare workers and first responders.

Based on what is currently known about the virus, spread from person-to-person happens most frequently among close contacts (within about 6 feet). This type of transmission occurs via respiratory droplets. Transmission of COVID-19 to persons from surfaces contaminated with the virus has not been documented. Current evidence suggests that COVID-19 may remain viable for hours to days on surfaces made from a variety of materials. Cleaning of visibly dirty and high touch surfaces followed by disinfection is a best-practice measure for prevention of COVID-19 and other viral respiratory illnesses.

- **Cleaning:** refers to the removal of germs, dirt, and impurities from surfaces. Cleaning does not kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. Cleaning is typically performed using soap, detergents, cleansers and water.
- **Disinfecting:** refers to using chemicals to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove germs, but by killing germs on a surface after cleaning, it can further lower the risk of spreading infection. Disinfecting is typically performed using approved commercial or household disinfecting solutions.

Vehicles:

The following guidance is recommended for proper cleaning and disinfecting of vehicles:

- Clean vehicle and equipment surfaces before and after operation and before disinfecting; wearing chemical gloves (i.e., nitrile gloves) is highly recommended.
- Vehicles that are used in a test-drive should be cleaned and disinfected after each test-drive
- Follow cleaning activities with an approved disinfectant; wearing chemical gloves (i.e., nitrile gloves) is highly recommended.
- All commonly touched surfaces used to access and control the vehicle should be cleaned and disinfected; common surfaces include, but are not limited to:
 - a. Door handles and grab bars
 - b. Interior door handles and surrounding surfaces
 - c. Keys, key fobs, seats, and floor mats
 - d. Instrument panels, gear shift and control knobs and devices
 - e. All other surfaces touched by a customer during their inspection of the vehicle
 - f. Steering wheel, center console, and radio / infotainment system
 - g. Seat belts and buckles

Public Areas:

Showrooms

- Consider removing all display vehicles and touchable display items.
- Close children play areas and remove toys.
- Configure office seating areas to provide for a minimum of six feet distancing between customers and employees.
- Limit the number of customers in the showroom to allow for social distancing of at least six feet between people.
- Consider keeping showrooms closed to walk-in traffic by using an appointment only system of operation.
- Enhance ventilation when possible.
- Clean and sanitize frequently touched surfaces, door handles, chairs, counter-tops, and pens.

Waiting Rooms

- Remove all touchable display items.
- Reconfigure seating so that seats are spaced at least six feet apart.
- Provide a hand sanitizing station adjacent to vending machines and beverage stations.

Rest Rooms

- Remove all touchable display items.
- When available, add a self-dispensing hand sanitizer station near the exit doors.
- Ensure scheduled, frequent cleaning.
- Provide no-touch trash receptacles near the doors to enable people to dispose of towels used to open the restroom door.