



Covid-19 Safety Plan for Jack Carter Northstar Fernie

We are committed to doing everything we can to maintain a healthy, safe and responsible environment for all. We are monitoring and implementing all recommendations made by the appropriate government health agencies. We have partnered with General Motors to participate in the GM Canada Clean Dealership Program. We review our policies and procedures monthly to ensure continuous compliance with the terms and conditions of the GM Canada Clean Dealership Program.

Any staff member that exhibits symptoms while at work will be asked to immediately leave the workplace. Contact BC Public Health or call 811 to discuss health concerns.

Dealership Common Areas:

The reception desk has been removed to allow more room to move throughout the showroom.

Hand sanitizer is available at the main entrance in the showroom, service and customer lounge.

Frequent disinfecting of common touch points, including: Door handles, desk tops, telephones, point of sale materials, pens, debit/credit machines, TV remotes, chairs, table tops, water dispensers, coffee dispensers. Re-useable cups are not permitted. Hand washing or sanitizing is encouraged before using the water or coffee dispenser.

Magazines, brochures and toys have been removed from the customer lounge.

Washrooms are cleaned and disinfected several times per day.

Staffing levels have been reduced to accommodate physical distancing.

Sales department.

When dealing with the public, physical distancing requirements are respected. 2 meters or 6.5ft of distance is maintained. In the event this is not possible, non-surgical masks/face coverings will be worn.

Test drives: Clients are unaccompanied when test driving a vehicle. The vehicle is disinfected prior to the test drive. This includes: keys/fobs, steering wheel, door handles, turn indicators, mirrors, controls, touch screen, seat belts, etc. Upon return the vehicle is disinfected again.

Contract negotiations happen in offices where physical distancing can be respected. Pens are disinfected after each use. Desktops are disinfected multiple times throughout the day.

Trade in's. Clients wishing to trade in or have their vehicles appraised will notice some changes in our process. The appraiser will: wear disposable gloves and disinfect any contact points prior to returning the keys and vehicle to the customer.



Financial Services: Discussions will happen in an area where privacy can be respected, in addition to physical distancing requirements. In the event that physical distancing cannot be achieved, non-surgical masks will be worn. Pens will be disinfected after each use. Desktops will be disinfected after every client. Seats and common touch points will be disinfected multiple times daily. Debit/credit machines will be disinfected after each use.

Service Reception Area.

The service advisor kiosk in the drive through has been removed to allow for physical distancing.

Clients are encouraged to use hand sanitizer upon entering.

A plexi glass barrier has been installed on the parts and service counter.

Physical distance signage is located on the floor to indicate where clients should stand to maintain physical distancing. Debit/credit machines are disinfected after each use. Pens are disinfected after each use. Service advisors are to use proper hand hygiene and (PPE) prior to entering a customer's vehicles. This includes: wearing gloves, installing steering wheel cover, installing a seat cover. Proper hand hygiene upon exiting the vehicle. Keys/fobs and common touch points are to be disinfected prior to transferring to the appropriate service person.

Service lounge is located in the main showroom and falls under Dealership Common Areas protocol.

Upon returning the client's vehicle to them, the following is to be complete. Keys/fobs, door handles, steering wheel, rear view mirror, seats, seatbelts, touch screens, turn indicators, gear shifts are to be disinfected, common touch points.

Parts Retail Counter.

Physical distance signage is located on the floor to indicate where clients should stand to maintain physical distancing. Clients are encouraged to use hand sanitizer upon entering. Debit/credit machines are disinfected after each use. Pens are disinfected after each use. Touchless transactions are encouraged where possible. For example, clients can order parts online and have them delivered. Curbside pickup is available upon request.

Shuttle Service.

Only one person will be transported at a time, unless they are from the same family household.

Customer is to sit in the back seat, passenger side. The vehicle will be disinfected each time a customer is shuttled. Seatbelts, door handles, seats, assist handles will be given extra attention.



Service Repair Bays.

Upon arriving at the dealership, technicians are required to:

Put away lunches and snacks.

Change from personal clothing into their **CLEAN** work clothing/uniform

Observe proper hand hygiene/ hand washing protocol. Washing in warm soapy water for 20-30 seconds, rinse and dry hands. Use paper towel to open the washroom/change room door.

Disinfect all vehicle surfaces frequently touched by the customer including keys/fobs, door handles, steering wheel, gearshift, touch screen, accessories, trunk handle, plastic bags for tires, etc.

Observe proper hand hygiene/ hand washing protocol and don (PPE) disposable gloves before entering the client's vehicle.

Wear disposable gloves when disinfecting and handling any common tools or equipment and dispose of them immediately.

At the end of the shift: Go immediately to the change room, remove work clothing and wash your hands in warm soapy water for at least 20 seconds. Place work clothes into laundry hamper. Change into your personal clothes and wash your hands again prior to leaving the change room. Use a paper towel to open the door.

Shipping and Receiving.

Keep an arrival log of items received including the company name, delivery person, date and time.

Ensure that delivery personnel observe hand washing/ hand sanitizing when on site.

Minimize interaction between staff and delivery personnel. Maintain physical distancing when stocking in the items.

Wherever possible, arrange to have the incoming goods delivered without the delivery person entering the building.

When task is complete, wash your hands in warm soapy water for at least 20 seconds. Disinfect common touch points. For example, the handle on a pallet jack. Steering wheel and gear shift on fork lift. Open/close buttons on overhead doors.



Staff breakroom.

Where possible, have your break outside. Maintain physical distancing. Do NOT share lunches, utensils.

If you use the fridge or microwave you must, observe proper hand hygiene/ hand washing protocol before you eat your lunch. It is everyone's responsibility to keep it clean.

In conclusion, we have a responsibility to our colleagues, customers, friends and family to do our very best to keep our store clean and safe. Should you see anything that you believe requires attention, please feel free to contact me directly.

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Sources:

New Car Dealers Association of BC. NCDA

Work Safe BC. <http://www.worksafebc.com/en/about-us/covid-19-updates>

BC Centre for Disease Control. <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>

HealthLink BC. <https://www.healthlinkbc.ca>

Government of BC Managing COVID-19 Stress, Anxiety & Depression:
<https://www2.gov.bc.ca/gov/content/health/managing-your-health/mental-health-substance-use/managing-covid-stress>

GM Canada Clean Dealership Program