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**To: All WEDA Members**

**Re: Best practices for protection of customers and employees amid COVID - 19**

- Routinely clean frequently touched surfaces (e.g., doorknobs, light switches, countertops) with the cleaners typically used. Use all cleaning products according to the directions on the label.
- Provide disposable wipes so that commonly used surfaces (e.g., keyboards, desks, remote controls) can be wiped down by employees before each use.
- Every employee who handles cash, credit or debit cards, or customer should wear **latex or nitrile gloves**
- Employees handling customer equipment should wear gloves as well (service lane, porters, techs pulling equipment into a bay, etc.) (keys, door handles, steering wheels, console controls, etc. are prime locations).
- Keep a large supply of gloves on-hand so they can be changed frequently.
- Make sure employees [PROPERLY remove their gloves](#).
- Employees should frequently wash their hands with soap and water for at least 20 seconds and **NOT rely on hand sanitizer**; it is significantly less effective than hand washing and will not work on areas of skin with oils, grease, dirt, etc. on them.
- **Employees should not shake hands**, not even customers!
- Employees should maintain a **greater distance between themselves and others**. Maintain a distance of at least 6 feet whenever possible.
- Dealership should consider posting a prominent sign encouraging/requiring "Social Distancing" of all entrants at least 6 feet.
- Customers should be instructed to maintain 6 feet between each other as they wait in line.
- Encourage respiratory etiquette, including covering coughs and sneezes. Have Kleenex available for employees and customers
- Use products from the [EPA's list of antimicrobial products](#) that work on the coronavirus.
- Keep these products handy and **wipe door handles frequently** (especially any customer access doors) and clean the breakroom often (especially the handles on the fridge, the controls on the microwaves, the handles on the drawers where you keep plates, cups, and napkins). Also, frequently clean the handles and controls of any coffeemakers.
- Do not provide any self-serve food or beverages to customers.