

# SIMPLE TIPS TO PROTECT PEOPLE DURING COVID-19

## YOUR EMPLOYEES

### **Practice no-touch shop operations.**

Perform as many services as possible, including payment transactions, with the customer remaining in their vehicle.

### **Provide and wear protective gear,**

including a hygienic mask and gloves, at all times during the day.

### **Do not touch your face.**

### **Wash hands frequently with soap,**

lathering the backs of hands, between fingers and under nails, for at least 20 seconds. Rinse well under clean running water and dry thoroughly. If necessary, use an at least 60% alcohol-based hand sanitizer, rubbing hands together for a minimum of 20 seconds, until it's dry.

### **Frequently use disinfecting wipes or cleaner on all surfaces**

in and around the shop, including all door and drawer handles, cash registers, tablets, computers and phones, tables and chairs, counters, on all equipment, in customers' vehicles and on all restroom surfaces.



## YOUR CUSTOMERS

**Keep customers in their cars** for as many services as possible, including payment.

### **Make designated marks on the floor of the shop that are six feet apart**

so customers can adequately socially distance inside and outside the shop.

**Provide hand sanitizer** that is at least 60% alcohol on counters and in waiting areas for your customers, and encourage its appropriate and effective use.

**Offer outdoor seating options** with chairs spaced at least six feet apart for recommended social distancing for your customers. If this is not an option, spread out or designate appropriately spaced seats within your waiting room.

**Reassure your customers** with signage or messaging in and around your location, and on all your online customer communications, that especially during this uncertain time, the health and safety of your customers, your employees and their families, and all members of your community, are your top priorities.



**AND REMEMBER TO REMAIN  
SIX FEET APART AT ALL TIMES**