

Phase 1 Resuming Vehicle and Vessel Sales COVID-19 Requirements

Phase 1: The vehicle/vessel dealership must adopt a written procedure for vehicle/vessel sales that is at least as strict as the Phase 1 low-risk procedure for vehicle/vessel sales below and complies with safety and health requirements.

Low-risk procedure for showroom vehicle and vessel sales:

- A. Customer contacts a vehicle/vessel dealership by phone, e-mail or through their website, and a salesperson or manager working from home responds and guides the customer through the vehicle/vessel dealership's website to review models, features, etc.
- B. After a customer has decided to purchase, vehicle/vessel dealership staff remotely guides them through the application for financing, other documentation or related sales (extended warranties, etc.), and any trade-in appraisal. A finance department professional prepares paperwork alone in the vehicle/vessel dealership. Complete as much of this process electronically using electronic signature software or a similar alternative.
- C. A vehicle/vessel dealership employee wearing a face covering and gloves thoroughly sanitizes all hard surfaces of the vehicle/vessel, the exterior and interior high touch areas of the vehicle/vessel, keys, and any other items to be handed off prior to delivery.
- D. The same process is used to sanitize any trade-in vehicle/vessels prior to an appraisal which involves touching or getting into the vehicle/vessel.
- E. The vehicle/vessel must be delivered in a sanitized room or sanitized service area at the vehicle/vessel dealership. High Touch surfaces are sanitized after every transaction. Delivery can also be done outside or at a location of the customer's choosing with appropriate distancing.
- F. The vehicle/vessel dealership has the customer sign any necessary in person paperwork using the customer's own pen. Alternatively, the customer signs the form with a set of gloves and their own or a new untouched or sanitized pen, while maintaining proper distancing at all times.
- G. A vehicle/vessel dealership employee answers any questions about the transaction over the phone or while maintaining at least 6 feet in distancing.
- H. After the sale, the customer can be sent a video explanation of the vehicle/vessel features, or schedule a remote phone or web-based session with a representative to answer specific questions.

Additional procedures for in-water vessel sales:

- A. Vessels will be sanitized before and after every presentation per [CDC and EPA Guidelines](#).

- B. All customers will be asked to wash or sanitize their hands prior to entering a vessel in outdoor display, or on the water. Hand sanitizer, sanitizing wipes and/or soap and water and disposable towels will be made available for use before and after being in the boat.
- C. No more than one person will be allowed in a boat at the same time, unless they occupy the same residence and/or the standards of social distancing can be followed. Rules apply to above and below deck.
- D. Vessels, including all touch points will be thoroughly sanitized following employees or customers being inside the boat.
- E. All vessels being prepared for delivery to the customer will be cleaned and disinfected by a staff member before the boat is made available for pick-up or drop-off.
- F. Where social distancing requirements can be followed, vessel orientations will happen with one customer and one dealership personnel; where they can't be followed, video orientation will be implemented.

All vehicle/vessel dealerships have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 worksite-specific safety practices, as outlined in Governor Jay Inslee's "Stay Home, Stay Healthy" Proclamation 20-25, and in accordance with the Washington State Department of Labor & Industries [General Requirements and Prevention Ideas for Workplaces](#) and the Washington State Department of Health Workplace and Employer Resources & Recommendations at <https://www.doh.wa.gov/Coronavirus/workplace>.

Employers must specifically ensure operations follow the main L&I COVID-19 requirements to protect workers, including:

- Educate workers in the language they understand best about coronavirus and how to prevent transmission and the employer's COVID-19 policies.
- Maintain minimum six-foot separation between staff and customers in all interactions at all times. When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as use of barriers, minimize staff or customers in narrow or enclosed areas, stagger breaks, and work shift starts.
- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. Cloth facial coverings must be worn by every employee on the jobsite unless their exposure dictates a higher level of protection under Department of Labor & Industries safety and health rules and guidance. Refer to [Coronavirus Facial Covering and Mask Requirements](#) for additional details. A cloth facial covering is described in the Department of Health guidance, <https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf>.
- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent transmission on tools or other items that are shared.
- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.

- Screen employees for signs/symptoms of COVID-19 at start of shift. Make sure sick employees stay home or immediately go home if they feel or appear sick. Cordon off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc. until the area and equipment is cleaned and sanitized. Follow the [cleaning guidelines set by the CDC](#) to deep clean and sanitize.

Prior to resuming retail sales, vehicle/vessel dealerships must develop and post a comprehensive COVID-19 exposure control, mitigation, and recovery plan, including policies regarding protective equipment like masks or gloves, social distancing, sanitation and hygiene, symptom monitoring, incident reporting, and vehicle/vessel dealership decontamination procedures. A copy of the plan must be available at the vehicle/vessel dealership and available for inspection by state and local authorities. Failure to meet this requirement may result in sanctions up to and including closure of the vehicle/vessel dealership.

Preventing the spread of COVID-19 and protecting health and safety of customers and employees is of paramount concern and should be stressed at all times. Any in-person contact should be limited to the greatest extent possible and must observe all applicable sanitation and distancing requirements.

All vehicle/vessel dealerships are required to comply with the following COVID-19 worksite-specific safety practices:

Vehicle/vessel dealership COVID-19 Supervisor

1. At least one vehicle/vessel dealership COVID-19 supervisor must be designated to monitor the health of employees and enforce a COVID-19 safety plan.

COVID-19 Training

2. All on-site employees must be trained on the worksite's policies, these requirements and all relevant sanitization and social distancing protocols and on COVID-19 and how to prevent its transmission. This can be accomplished through weekly safety meetings and the system, supervisor or trainer must log attendance.

Social Distancing

3. Social distancing of at least 6 feet must be observed between all parties at all times, including in restrooms and during closing and opening times, rest and meal breaks.
4. All furniture must be arranged to encourage social distancing.
5. When strict social distancing is not feasible for a specific task, other prevention measures are required, such as use of barriers, personal protective equipment or other acceptable steps.
6. Physical or visual barriers like floor markings should be used to clearly indicate 6 foot perimeters.

7. Sneeze guards or other barriers should be placed throughout the vehicle/vessel dealership at all fixed places of potential interaction between customers and employees that could be less than 6 feet.

Sanitation, Cleanliness and Hygiene

8. Work areas and frequently touched areas must be cleaned frequently according to a vehicle/vessel dealership-specific developed checklist, and before and after customer interactions in a showroom or office.
9. Hands must be washed frequently, and before and after all different customer interactions. Employees should be encouraged to wash hands regularly and always before and after eating, drinking or using tobacco.
10. Supplemental Hand sanitizer supplies with at least 60% alcohol must be available and distributed throughout the vehicle/vessel dealership.
11. Tissues and trash cans must be made available throughout the vehicle/vessel dealership.
12. Cleaning supplies must be readily available and distributed throughout the vehicle/vessel dealership.
13. If an employee reports feeling sick and goes home, any areas where that person worked or touched must be cordoned off until the area's surfaces have been disinfected.

Employee Health/Symptoms

14. Create policies which encourage workers to stay home or leave the worksite when feeling sick or when they have been in close contact with a confirmed positive case. If they develop symptoms of acute respiratory illness, they should seek medical attention and inform their employer.
15. Have employees inform their supervisors if they have a sick family member at home with COVID-19. If an employee has a family member sick with confirmed COVID-19, that employee must follow the isolation/quarantine requirements as established by the State Department of Health.
16. Screen all workers at the beginning of their shift by asking if they have a fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell.
17. Ask employee to take their temperature at home prior to arriving at work or take their temperature when they arrive. If temperature is taken at work, thermometers used shall be 'no touch' or 'no contact'. If a 'no touch' or 'no contact' thermometer is not available, the thermometer must be properly sanitized between each use. Any worker with a temperature of 100.4°F or higher is considered to have a fever and must be sent home.
18. Instruct workers to report to their supervisor if they develop symptoms of COVID-19 (e.g., fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell). If symptoms

develop during a shift, the worker should be immediately sent home. If symptoms develop while the worker is not working, the worker should not return to work until they have been evaluated by a healthcare provider.

19. A worker may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for their employer to take adverse action against a worker who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.
20. Employees who choose to remove themselves from a worksite because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. Employers must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Other employees may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, or access to other paid time off depending on the circumstances.
21. If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The employer should consult with the local health department and or instruct fellow employees about how to proceed based on the CDC [Public Health Recommendations for Community-Related Exposure](#).

Vehicle/vessel dealership Visitors

22. [Deleted] *Please refer to the [memo](#) on customer logs.*

No vehicle/vessel dealership may operate until the vehicle/vessel dealership can meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply.

- Employers can request COVID-19 [prevention advice and help](#) from L&I's Division of Occupational Safety and Health (DOSH).
- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via e-mail to adag235@lni.wa.gov.
- General questions about how to comply with these practices can be submitted to the state's Business Response Center at <https://coronavirus.wa.gov/how-you-can-help/covid-19-business-and-worker-inquiries>.
- All other violations related to Proclamation 20-25 can be submitted at <https://bit.ly/covid-compliance>.