

COVID-19 WORKPLACE SAFETY PLAN



Morrey Nissan of Coquitlam

2710 Lougheed Highway, Port Coquitlam, BC, V3B 6P2

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SYNOPSIS

Due to the growing pandemic concern that is COVID-19, Morrey Nissan of Coquitlam is taking measures to react accordingly while maintaining the standards and guidelines outlined by WorkSafe BC and the office of the Provincial Health Officer; Dr. Bonnie Henry. These measures include the methods and action plans that Morrey Nissan of Coquitlam have put in place and will continue to adopt for the purpose of prevention, suppression, and sanitation, to contain and minimize the chance of spread of the Coronavirus COVID-19 disease between both employees and customers.

It is the expectation of Morrey Nissan of Coquitlam that all safety measures are followed to the fullest extent with the tools, equipment, and products that are available in addition to proper hygienic practices.

The actions and locations of potential risk for exposure and spread are outlined in this document and are not limited to those listed. A counter action plan is outlined to address such concerns in addition to measures taken to address potential risks to both employees and customers. This document will be made available to all employees of Morrey Nissan of Coquitlam.

OBJECTIVE OF THE PLAN

The aim of this safety plan is to make Morrey Nissan of Coquitlam a safe place where workers can carry out their work and help to minimize the potential spread of the virus and all sickness in general. In this regard, all the necessary precautions, procedures, and protocols to be adopted to slow / eliminate the spread of COVID-19 are found in this document.

REGULATORY REFERENCES

By Order of the Provincial Health Officer "Workplace COVID-19 Safety Plans

- <http://www.bclaws.ca/civix/content/complete/statreg/08028/?xsl=/templates/browse.xsl>

WorkSafe BC Safety Plan

- <https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>

WorkSafe BC OFAA Protocol

- <https://www.worksafebc.com/en/resources/health-safety/information-sheets/ofaa-protocols-covid-19-pandemic?lang=en>

ASSESSMENT OF RISKS

In cooperation with members of the joint health and safety committee and frontline workers of both the Sales and Service departments, various areas of possible contact have been noted. Areas have been additionally broken down into categories listed below that go into further detail.

EMPLOYEE – CUSTOMER

SALES

- Sales representatives greeting and helping customers
 - Standards of business to avoid ie: shaking hands, making drinks
- Sales representatives sitting in vehicles with customers
- Sales representatives and customers exchanging objects ie: keys, paperwork

SERVICE

- Employees interacting with customers during check in / delivery procedure
- Employees exchanging keys, paperwork, cash, physical items
- Employees sitting in vehicles with / driving customers vehicles
- Employee – customer interactions regarding viewing vehicles, repairs, info
- Technician test drives with customers
- Shuttle service with customers in vehicle
- Use of payment machine shared throughout the day

EMPLOYEE – EMPLOYEE

SALES

- Sales representatives in close contact during meetings
- Sales representatives entering management offices
- Sales representatives interacting with sales managers / finance office
- Sales representatives interacting with service department employees
- Sales representatives interactions with each other

SERVICE

- Employees congregating in service area, parts counter, parts desk
- Advisors / technicians / parts advisors consulting one another
- Employees working alongside one another for work related affairs

COVID-19 Workplace Safety Protocol

- Test drives with technicians / advisors
- Employees in vehicles together for rides / shuttles / pick ups

GENERAL

- Meetings in all departments require spacing
- Break rooms / lunch rooms necessitate spacing
- Desks should provide adequate spacing between staff

TOOLS, EQUIPMENT, MACHINERY

SALES

- Keys to vehicles will be touched by multiple employees and customers
- Dealer plates will be touched by multiple people
- Vehicles may be interacted with multiple sales people / customers throughout day
- Sharing of objects ie: pens, computers, etc.

SERVICE

- Technicians share computer terminals
- Service staff pick up phone calls sometimes regardless of phone
- Occasional use of each others computers
- All frontline service employees use same shared printers
- Different hands touch certain objects ie: advisor grabbing part for technician, parts picking part
- Sharing of utilities ie. Pens, binders
- Technicians sharing "shop tools" ie: brake lathe, flush machines

GENERAL ITEMS

- Doors and doorknobs have repeated use by all parties
- Any employee can use any phone
- Payment machines used by all parts and customers
- Customers waiting in lobby share chairs throughout the day

RISK - ACTION PLAN

Various protocols and procedures have been put in place in areas and processes where contact can occur between employees and customers, both to protect customers from employees (and vice versa) and employees from each other. These implementations involve the use of cleaning products as well as the use of PPE

(personal protective equipment). Such implementations are in place to prevent the potential spread of the virus by minimizing contact and / or distancing necessary interaction. Implementations have been outlined in a four tiered protection action plan as outlined by WorkSafeBC (see appendix B).

PROTOCOL IMPLEMENTATION

ELIMINATION

SALES

- Sales staffing has been reduced to minimum operational requirements
- Customers are encouraged to take advantage of home new / used car viewings
- Sales consultants going on test drives with customers will sit in the rear with a mask & face shields
- Meetings with larger groups moved to board room / in open vs office to space
- Necessary contact made with phone calls / text
- Use of dealer plates necessitates cleaning
- Vehicles cleaned / sanitized before and after viewings
- Employees encouraged to only use their designated tools (pens, computers, etc)

SERVICE

- Visitors (family / friends) discouraged
- Test drives performed without customer in vehicle
 - Test drives with technicians encourage technician to sit in back of car as opposed to sitting beside
- Advisors do not exchange keys by hand, exchange keys with the little bags provided for fobs/keys
- No signatures required temporarily to minimize contacting common surfaces
 - Signed "Covid-19"
- Customers with photos / videos to show encouraged to email to advisor
- Card transactions are encouraged over cash
- Advisors encouraged not to enter customers vehicles unless PPE is worn
 - Customers encouraged to show vehicle concerns themselves
- Employees encouraged not to sit next to each other when in same vehicle
- All employees encouraged to refrain from using objects / tools / equipment of others (ie: computers, pens, phones)
- Use of printer controls with the end of a pen vs fingers

COVID-19 Workplace Safety Protocol

- Technicians to clean off machines/equipment after use
 - Sanitizing to occur at end of each technician team shift rotation
- Advisors / technicians encouraged to communicate via personal phone

GENERAL

- Customers are provided spaced out seating
 - Additional seating made available in showroom
- Meetings to occur with spaced out seating (skip a seat, sit next to wall, etc)
- Payment with card encouraged throughout departments

DESIGNED CONTROLS

SALES

- Sales consultants stations have plexiglass barriers installed and are spaced out to create distance
- Finance / business / insurance offices have plexiglass barriers installed

SERVICE

- Plexiglass barriers installed at every advisor counter
- Distance signs placed on floor throughout service and parts departments

GENERAL

- Seating throughout building have been placed minimum distance apart
- Barrier installations to be cleaned daily
- Tape markers to be checked daily and replace as needed throughout
- Distance signs placed on floor

ADMINISTRATIVE CONTROLS

SALES

- Combined desks together to create pods to increase distance
- Hand sanitizer made available to all employees
- Cleaning / sanitizing materials provided to all employees

SERVICE

- Advisors encouraged to coordinate with technicians via personal phone
- Technicians advised of ideal walk route to service lot through shop/wash bay
- Cleaning of payment machines occur throughout the day

COVID-19 Workplace Safety Protocol

GENERAL

- Employees discouraged from populating in groups
- Sanitizing materials made available to all employees
- Management sanitize various points of contact prior to business operations
 - Cleaning door handles, counters, keyboards, mouses
- Providing masks and hand sanitizer to customers

PPE UTILIZATION

SALES

- Masks encouraged during the customer engagement process
- Disposable gloves made available to all employees

SERVICE

- Masks encouraged during the customer engagement process
- Disposable gloves made available to all employees

GENERAL

- Disposable masks available to all customers
- Hand sanitizer available to customers

EXTERNAL SUPPLIERS ARRANGEMENTS

Various suppliers are in business with Morrey Nissan of Coquitlam and in daily operations. Deliveries have been arranged to take place in different areas of the building depending on the item(s) being delivered.

1. Parts will be delivered to the parts counter via the front entrance
2. Tires will be delivered directly into the shop via the main garage door at the north end of the shop
3. Office supplies will be delivered to the sales reception desk
4. All other packages (mail, employee packages) to be delivered to sales reception desk

Visitor access must be reduced as much as possible. If visitors are required (ie. sales representatives, corporate employees, off duty employees, friends / family), they must comply with all company rules, including those for access to company premises referred to above.

COMPANY CLEANING AND SANITIZATION

All employees of Morrey Nissan of Coquitlam are working under the expectation that personal hygiene is maintained to the highest standard including and not limited to frequent hand washing if sanitizing is not available. As well as practicing both personal and public hygiene standards ie: coughing / sneezing into tissue or arm. Handwashing stations are plentiful throughout the building including and not limited to: service shop, public bathroom, lunch room.

Sanitizer is made available to all employees in all departments for cleaning and sanitation purposes. Parts department is able to refill cleaning supplies as well as order additional supplies as required.

The dealership is cleaned nightly with J.T Janitorial services plus cleaned and sanitized once in the afternoon. The service department and sales reception desk are cleaned and sanitized every morning with appropriate supplies. This involves all desks, keyboards, and public area (coffee machine, water machine).

Sales department is cleaned daily by sales staff with appropriate supplies. This involves all desks, computers, phones, door handles.

Administration has taken similar steps in sanitation with their department taking the same steps as both Sales and Service departments.

ORGANIZATIONAL SICKNESS PROTOCOL

PREVENTION PROTOCOL AND POLICIES

In accordance with the standards and guidelines for symptom management set out by the office of the Provincial Health Officer as well as WorkSafe BC, measures are taken to ensure that communications regarding symptoms and sickness between employer and employee are clear and defined to contain the possibility of viral spread.

Those who have recently returned from international travel are required to stay home / isolate from the workplace and the public for a minimum of 14 days while monitoring symptoms both common and uncommon to the novel COVID-19 disease. Symptoms can be found on the following sites:

1. <https://www.healthlinkbc.ca/health-feature/coronavirus-disease-covid-19>
2. <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html>
3. <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/symptoms.html>

Those directed by health authorities to stay isolated are required to follow such protocol.

Visitors are discouraged and limited to the building. Protocol relating to visitors can be found in subsection "External Supplier Arrangements" on page 8 of this document.

COVID-19 Workplace Safety Protocol

First aid attendants have been updated with WorkSafeBC's COVID-19 OFAA protocol which include and are not limited to the following revisions:

1. Patient will be asked:
 - a. Is anyone sick or in self-isolation in your household?
 - b. Have you been in contact with anyone that has been sick?
2. Patient self-treatment is encouraged if possible with first aid attendant direction
3. If self-treatment is not possible, appropriate PPE should be worn
4. Sanitization of all equipment and disposal of any single use PPE

Those who are able to work from home have been asked to. Due to the COVID-19 pandemic, staffing may have been reduced in the workplace.

Employees are encouraged to discuss with their managers any concerns regarding the possibility and presence of conflicts that could arise during interactions with customers. Staff should contact management if any arise due to modifications and adaptations to the workplace and / or workplace procedures due to COVID-19. Staff are directed to follow the standard violence prevention steps found in the employee handbook. Any concerns or interactions between employee and customer or between employees should be brought forward to management to address.

MANAGING EMPLOYEES WITH SYMPTOMS

Employees who express concern over symptoms they may be feeling are advised to stay home to minimize the spread of sickness regardless if their symptoms relate to concerns over COVID-19 contraction or a common cold. Symptoms of sickness should be reported to a manager as well as an OFAA (occupational first aid attendant) as soon as they are discovered. Documentation is required at this level.

Should an employee show symptoms of sickness, they will be sent home immediately after appropriate sanitization and provided with PPE as to prevent sickness from spreading to all present employees, customers, and peoples on their way home. This includes and is not limited to hand washing / sanitizing and wearing a mask and gloves.

Any and all surfaces, objects, and peoples that have come in contact with such employee must be sanitized immediately.

Should an employee express that they are / feel / suspect they are severely ill, they are advised to contact 911 immediately whether at the workplace or at home / isolation. For concerns over symptoms and the possibility of having contracted the COVID-19 virus, they are advised to contact Health BC immediately (dial 8-1-1).

COMMUNICATION

All employees have received briefing regarding COVID-19 and their impacts to workplace operations and procedures during the start of the pandemic. Many processes have been implemented and are currently in place for the foreseeable future. Employees

have been briefed on policies regarding staying home when sick and what to do when symptoms of sickness are experienced.

Appropriate signage has been placed through the building to promote hygienic practices, steps to reduce the spread of any and all sickness including COVID-19, and any occupancy limits relating to enclosed spaces. Samples of those signs can be found at the end of this document.

Should previously laid off and non-working employees be brought back to work, they are required to complete and fulfil the requirements of the "Employee Self Screening Questionnaire" found in Appendix D. This document will be made available to each department manager for distribution as they see fit.


Managers are to ensure that the procedures and protocols listed in this document are followed in their respective departments.

UPDATES OF THE REGULATORY PROTOCOL

Business practices will continue to be monitored and any areas of concern are to be brought up to be discussed and addressed at the earliest opportunity. First aid attendants and safety committee members are to routinely check in with management to discuss any concerns that have been shared. Alternatively, employees can report any concerns directly to safety committee members. Concerns will be addressed with the involvement of managers and safety committee members.

APPENDIX

APPENDIX A



Forms & Resources Law & Policy About Us Contact Us [Log in / Create an account](#)

Health & Safety Insurance Claims I Am a...

Home About us COVID-19 information and resources Returning to safe operation - Phase 2

COVID-19 information and resources

Health and safety >

Industry information - Phase 1 >

Returning to safe operation - Phase 2 v

Arts and cultural facilities

Education (K-12)

Health professionals

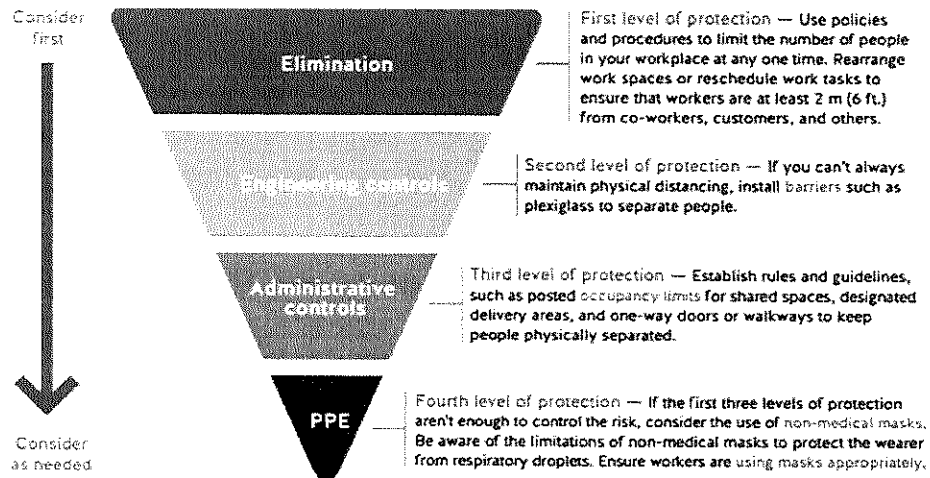
COVID-19 and returning to safe operation - Phase 2

WorkSafeBC recognizes the importance of worker safety as businesses look to resume operations following COVID-19 related work stoppages or interruptions. The following materials provide employers with information and resources to assist them in ensuring the risk of exposure to the virus that causes COVID-19 is minimized at their workplace.

Employers are required to develop a COVID-19 Safety Plan that outlines the policies, guidelines, and procedures they have put in place to reduce the risk of COVID-19 transmission. This plan follows the six steps outlined below. Employers must involve frontline workers, joint health and safety committees, and supervisors in identifying protocols for their workplace. You do not need a formal plan in place to begin operation, but are expected to develop it while protecting the safety of your workers.

WorkSafeBC will not be reviewing or approving the plans of individual employers, but in accordance with the order of the Provincial Health Officer [B.C.](#), this plan **must be posted** at the worksite. During a WorkSafeBC inspection, we will ask employers about the steps they have taken to protect their workers or to see the plan if it has been developed.

APPENDIX B

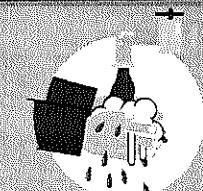
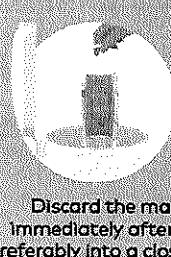
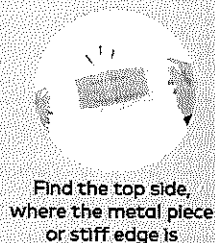


APPENDIX C

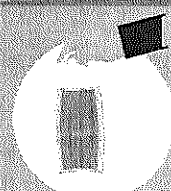
HOW TO WEAR A MEDICAL MASK SAFELY

[who.int/epi-win](https://www.who.int/epi-win)

Do's →

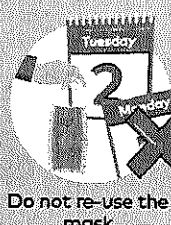


Wash your hands before touching the mask



Inspect the mask for tears or holes

Don'ts →



Remember that masks alone cannot protect you from COVID-19. Maintain at least 1 metre distance from others and wash your hands frequently and thoroughly, even while wearing a mask.

EPI·WIN



World Health Organization

APPENDIX D



EMPLOYEE SELF SCREENING QUESTIONNAIRE:

Name: _____

Date: _____

Please complete the following self-screening and health check prior to returning to the workplace.

If you can answer YES to any of the following please follow the government guidelines and selfquarantine.

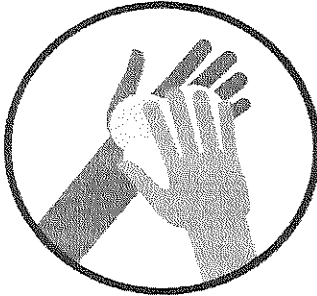
Potential Exposure to COVID-19	YES	NO
1. Do you have a new onset of any of the following symptoms: fever (>38°C/100.4°F), cough, sore throat, or shortness of breath?	<input type="checkbox"/>	<input type="checkbox"/>
2. Do you have a new onset of any of the following symptoms: runny or stuffy nose, chills, muscle aches, chest pain, confusion, fatigue, hard time waking up, bluish lips or face, loss of taste or smell, headache, hoarse voice, abdominal pain, nausea, vomiting or diarrhea for more than 24 hours, unexplained loss of appetite, or conjunctivitis(pink eye) ?	<input type="checkbox"/>	<input type="checkbox"/>
3. Have you been exposed to someone with the COVID-19 virus and/or someone with symptoms within the last 14 days?	<input type="checkbox"/>	<input type="checkbox"/>
4. Have you been in a setting in the last 14 days that has been identified as a risk for acquiring COVID-19, such as on a flight, at a workplace or an event?	<input type="checkbox"/>	<input type="checkbox"/>
5. Have you travelled outside of Canada in the last 14 days or had contact with someone who has traveled outside of Canada in the last 14 days?	<input type="checkbox"/>	<input type="checkbox"/>
6. Have you been told by your public health authority that you may have been exposed and need to quarantine?	<input type="checkbox"/>	<input type="checkbox"/>

Either email this completed self-screen to your department Manager prior to returning to the workplace, or send them an email confirming that you have completed the questionnaire and will provide them with a copy upon arrival.

We appreciate your cooperation and understanding during these unprecedented times.

MEDICALNEWS TODAY

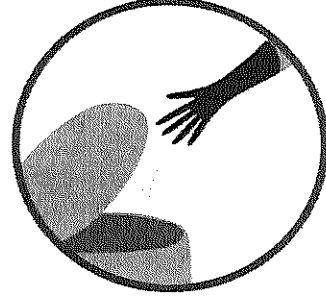
Tips to Prevent Coronavirus Transmission



Wash your hands frequently



Cough and sneeze into the
elbow



Dispose of used tissues
immediately



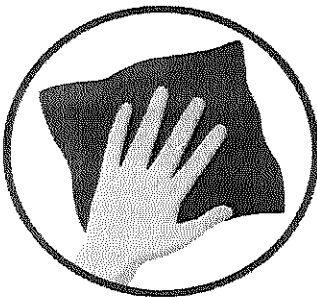
Avoid contact with others



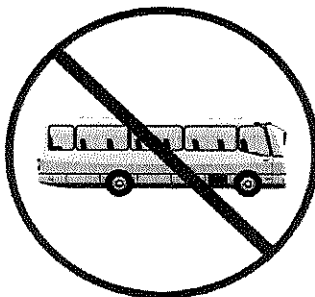
Avoid crowds and public
gatherings



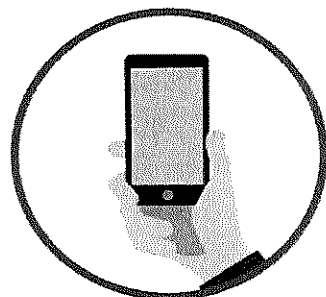
Avoid touching your face



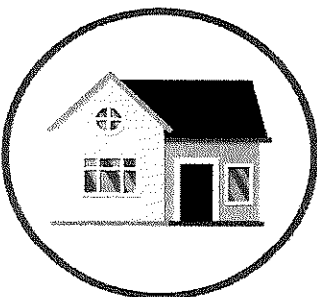
Clean all shared surfaces
frequently



Avoid all nonessential travel



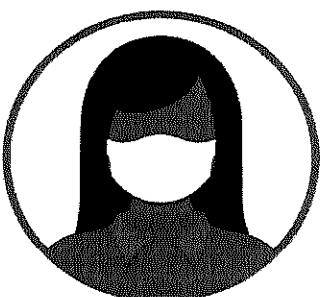
Call ahead before going to a
clinic or hospital



Isolate yourself if sick or at
risk of complications



Work from home if possible



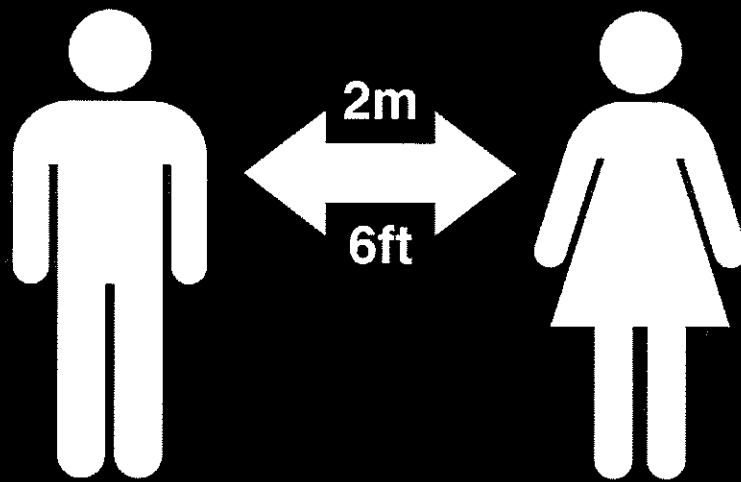
Only wear a mask if you are
sick, have COVID-19, or are
caring for someone with it



Made in the USA

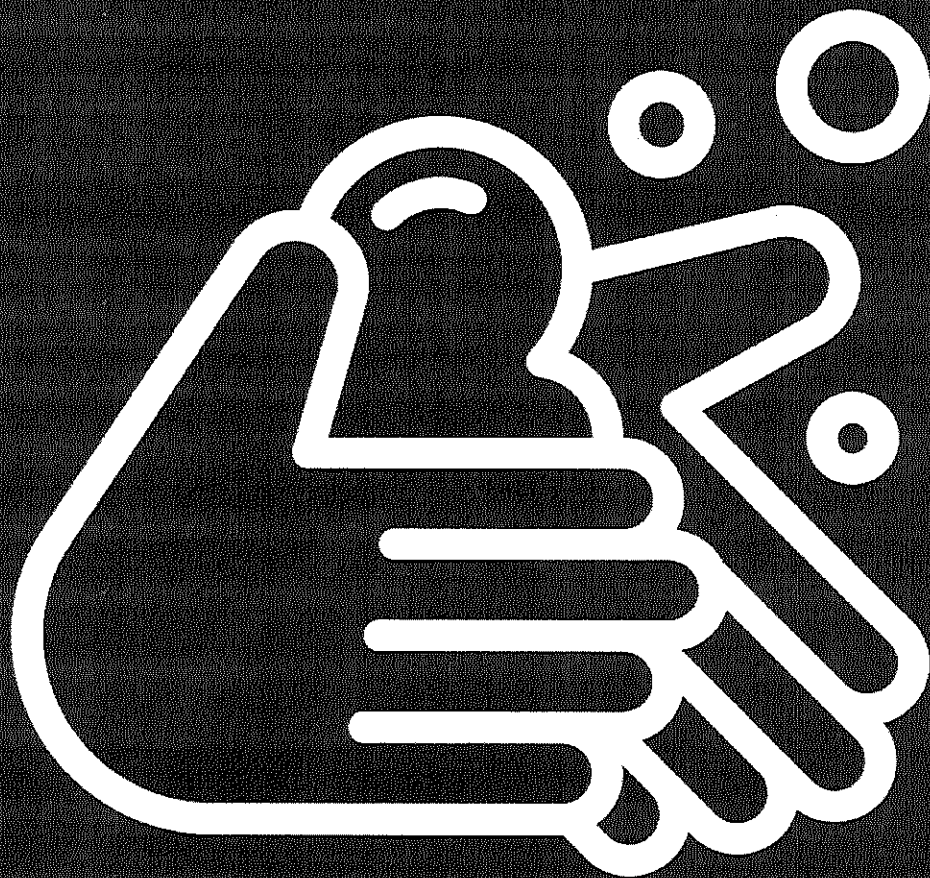
PCMSX © Retail Merchandising Signs.com

**Keep 2m apart
at all times.**

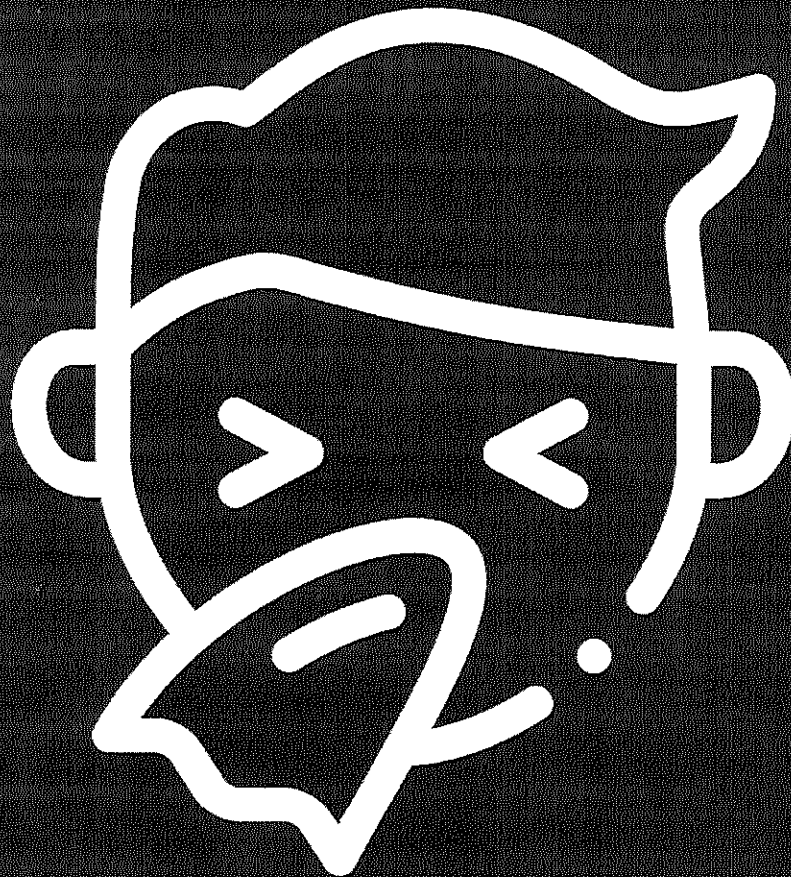


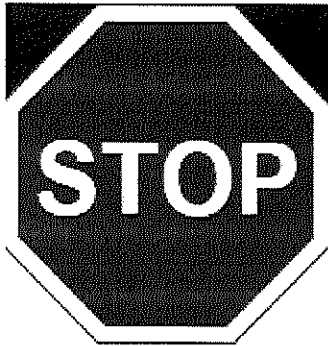
**Please respect
safe distancing
guidance.**

**WASH YOUR HANDS
FREQUENTLY**



**COVER YOUR MOUTH
AND NOSE WITH A TISSUE
WHEN YOU COUGH OR SNEEZE.
IF YOU DON'T HAVE A TISSUE,
COUGH OR SNEEZE
INTO YOUR UPPER SLEEVE.**





NOTICE

Coronavirus (COVID-19)

Do not visit if you are sick.

If you are experiencing ANY cough, fever or other respiratory symptoms OR believe you may have been exposed to COVID-19 or any other respiratory illness, please do not enter our facility for the protection of our customers and employees.

If you have any questions, please call a health care provider or 8-1-1.

Visit fraserhealth.ca/coronavirus.



March 2020

 **fraserhealth**