

# Covid-19 Safety Policy for Repair Shops

COVID-19 is a respiratory illness that can spread from person to person. All employers need to consider how best to decrease the spread of COVID-19 and lower the impact in their workplace. This may include activities in one or more of the following areas:

- Reduce transmission among employees
- Maintain healthy business operations
- Maintain healthy hygiene practices

## Reduce Transmission Among Employees

- Employees who have symptoms (fever, cough, or shortness of breath) should notify their supervisor and stay home.
- Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.
- The current recommendation for returning to work is **72hrs of no fever without the use of medication** to reduce/eliminate the fever.

## Sick Employees

- Employees who appear to have symptoms (i.e., fever, cough, or shortness of breath) upon arrival at work or who become sick during the day should immediately be separated from other employees, customers, and visitors and sent home.
- 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 fellow employees should then self-monitor for symptoms (i.e., fever, cough, or shortness of breath).

## Maintain Healthy Business Operations

- **Establish policies and practices for social distancing.** Social distancing should be implemented since it is recommended by state and local health authorities. Social distancing means avoiding large gatherings and maintaining distance (approximately 6 feet or 2 meters) from others when possible. Ask staff members to work 6 feet apart in your tech area to accomplish this. If tech space is limited, staff should be reduced to comply with this policy.
- **Limit the number of customers in a store at one time.** The exact number of allowable customers will vary based on the size of the customer waiting area. Ask customers to wait outside or in their vehicle as necessary.
- **If customers believe they are sick or are showing symptoms,** service may still be provided while the customer waits in their vehicle. Stand 6 feet away from the car to discuss the repair details with the customer and take the device through a contactless transfer. Disinfect the device before bringing it into the store.

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- **Wipe down devices** thoroughly on intake and before returning to customers. Use approved disinfectant (see CDC Disinfectant guide in References), applied directly to a cloth or paper towel in sufficient quantities to disinfect the device. Do not spray disinfectant directly onto the device,
- **Establish contactless device drops.** Dedicate a table or section of a table for device drop off. Wipe and disinfect the table between customers.
- **Post safety policies as appropriate.** Safety and hygiene policies should be posted in the tech area for employee reference as well as in the lobby to inform customers of the practices in place to assure customer and employee safety. Notices should be placed near the front door regarding the maximum number of customers in the lobby, as well as the policy of having sick or symptomatic customers remain in their vehicle.

## Maintain Healthy Hygiene Practices

- Provide soap and water in the workplace. If soap and water are not readily available, use alcohol-based hand sanitizer that is at least 60% alcohol. If hands are visibly dirty, soap and water should be chosen over hand sanitizer. Ensure that adequate supplies are maintained.
- Encourage employees not to touch their face.
- Place posters that encourage hand hygiene to help stop the spread at the entrance to your workplace and in other workplace areas where they are likely to be seen.
- Discourage handshaking – encourage the use of other noncontact methods of greeting.
- Wash hands with soap and warm water frequently for at least 20 seconds. Wash hands immediately after handling devices and/or money and cards.
- Wipe down all surfaces, door handles, faucets, bathrooms, keyboards, screens, and anything else that is touched frequently.

Sources:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>

<https://www.osha.gov/Publications/OSHA3990.pdf>

References:

CDC Cleaning and Disinfectant Guide: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/cleaning-disinfection.html>

Repair Shop Covid-19 Resources: <https://www.repairlift.com/covid-19/>