**Read this DISCLAIMER prior to using this Safe Work Procedure.**

These procedures have been written by Safety professionals, and not by workers who perform these tasks.  They need to be reviewed by workers and customized to match your company’s processes, tools and machines.

Follow these steps:

1. Print the procedures
2. Have experienced workers (experienced with the tasks) review the procedures and mark up the document with any changes – deletions or additions.  The procedures need to reflect your practices.
3. Workers to then date and sign the document at the bottom of the SWP as “reviewed by”
4. Supervisor to then review the suggested changes and accept or further customize the SWP.
5. Supervisor to sign “Approved by” once procedure accurately reflects your company’s procedures
6. Make changes to digital copy of procedure and add your company logo.  Type in names of reviewers, approvers and dates at the bottom of the procedure and note” Signature on file”
7. File all original marked up documents.  DO NOT THROW OUT
8. The Procedures are now yours.
9. Review with WSH Committee and document review
10. Train and document your workers according to the tasks they perform.

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| Do not perform service / repairs on vehicles during the COVID-19 pandemicunless you have been trained and your Employer has implemented precautions. | | | | | |
| **Photograph(s):**  <<<insert equipment or process photo, picture, or diagram here>>> | **Identified Hazard(s):** | | |  | **Personal Protective Equipment Required:**        **Disinfectant wipes – Hand Sanitizer – Mask – gloves**  <<<Add or remove Personal Protective Equipment as to your company’s specific procedures or tasks>>> |
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| **Training Requirements:** Needs to be customized to your work practices.   * COVID-19 SWPs * Company pandemic plan * PPE Fit and Inspection Training * Valid Class 3 driver’s license * Health and Safety Orientation * Task Specific Training * Driving a Vehicle Safe Work Procedure * WHMIS | | | | | |
| **Safe Work Practices** | | | | | |
| Do not allow customers to drive vehicles into the drive through | | | Wash hands often use alcohol-based hand cleaners | | |
| Keep a distance of at least two metres | | | Use plastic or metal clipboards that can be sanitized and “BIC” style plastic pens | | |
| Disinfect vehicle touchpoints before and after driving | | | Prohibit customers in the shop | | |
| Drivers will remain in vehicles until advised by staff | | | Close customer waiting area/lounge or ensure it’s monitored to allow minimal customers at a time depending on size (2 metre distance min) | | |
| **Guidance Document & Reference Information:**  Reference your Safety Management System/Program  Any other relevant legislation (federal or provincial references when working outside of Manitoba)  Workplace Safety and Health M.R. 217/2006   * Part 2 General Duties * Part 4 General Workplace Requirements * Part 6 Personal Protective Equipment * Part 20 Vehicular and Pedestrian Traffic * Part 36 Chemical and Biological Substances Application | | | | | |

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| **Safe Work Procedures** |
| 1. Service Advisors shall vet customers. Customers shall first complete a phone/online vetting application with questions such as:  * Have you recently travelled outside of Manitoba in the last 14 days? * Have you been in contact with anyone who has recently travelled in the last 14 days?   + See travel exceptions to this requirement specified in the public health order. [link](https://www.gov.mb.ca/covid19/soe.html) * Have you been in close contact with someone who has been tested for COVID-19? * Do you have any symptoms such as coughing, difficulty breathing, fever?   **If the customer answers “yes” to any of the above questions the service process will be suspended until the customer application question responses are all “no”** |
| 1. Post signage “Customers will not drive vehicles into drive through. Customers please remain in vehicles until advised by staff”. |
| 1. Service Advisors will don all required PPE (gloves, face mask, etc.) before interacting with a customer and use a sanitized pen and clipboard. |
| 1. Service Advisors will meet customers outside at the drive through entrance. Keep a distance of at least 2 metres. |
| 1. Advise the customer to stay in their vehicle and to roll down the window. Verify their name, appointment and that they have completed the over the phone or online vetting application. If they have not been vetted ask the questions in Step 1. |
| 1. Once the appointment and the health of the customer have been verified, instruct the customer to exit the vehicle. Maintain a 2 metre distance. |
| 1. Have a designated area for the customer to wait while the service advisor inspects the vehicle. |
| 1. **Before entering the vehicle,** Disinfect the vehicle where the previous driver could have sat/touched. This includes keys, steering wheel, shifter, radio, GPS, rear view mirror, door handles, etc. |
| 1. Apply plastic seat covers. |
| 1. Drive vehicle into the shop with windows open to allow air circulation. Exit vehicle and thoroughly wash your hands for at least 20 seconds |
| 1. When informing the customer of services required, maintain the 2 metre distance and use sanitized pen and clipboard to get authorization for work to be performed. |
| 1. Sanitize pens and clipboards after each use. |
| 1. Thoroughly wash hands (at least 20 seconds) with soap after each interaction. |

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| Revisions to the document made by: |  | Date: |
| Reviewed by: |  | Date: |
| Reviewed by: |  | Date: |
| Approved by: |  | Date: |