



## Covid-19 Response Plan

Dented is committed to caring for the health and well-being of our partners, customers, employees and being proactive with supporting local health initiatives and best practices with regard to hygiene and social distancing.

### What we are doing

**Hand-Washing guidelines** - As proper hand-washing techniques are the first line of defense in the spread of respiratory illness, Dented employees have and will be reminded of such techniques. These techniques will be posted (Health Canada signage) in high risk areas and on our company intranet to help keep the habit clearly present.

**Hand Washing**

**1. Wet hands.**

**2. Apply soap.**

**3. Lather for 15 seconds. Rub between fingers, back of hands, fingertips, under nails.**

**4. Rinse well under running water.**

**5. Dry hands well with paper towel or hot air blower.**

**6. Turn taps off with paper towel, if available.**

**Stop the Spread of Germs**

**Always Wash Your Hands**

<b>After you:</b>	<b>Before and after you:</b>
<ul style="list-style-type: none"><li>• Sneeze, cough or blow your nose</li><li>• Use the washroom or change diapers</li><li>• Handle garbage</li><li>• Play outdoors</li></ul>	<ul style="list-style-type: none"><li>• Prepare or eat food</li><li>• Touch a cut or open sore</li></ul>

PHOTO: GETTY IMAGES



# Cover Your Cough



1. Cover your mouth and nose when you cough, sneeze or blow your nose.



2. Put used tissue in the garbage.



3. If you don't have a tissue, cough or sneeze into your sleeve, not in your hands.



4. Clean your hands with soap and water or hand sanitizer (minimum 70% alcohol-based).

## Stop the Spread of Germs

### Always Cover Your Cough

- Covering your cough or sneeze can stop the spread of germs
- If you don't have a tissue, cough or sneeze into your sleeve
- Keep your distance (more than 2 metres/6 feet) from people who are coughing or sneezing

**Vinyl/Latex Gloves** – Gloves will be encouraged and available for all employees and partners that feel/prefer this extra level of defense.

**Hand – Sanitizer**- Hand – Sanitizer will be available at claims drives and job sites (if available)

**Vehicle Protection Protocol**- Starting immediately Dented will be mandating protection procedures for customer vehicles that enter our shops for REPAIR with disposable seat covers, disposable steering wheel covers, plastic disposable covering will be utilized during R&I procedures. Vehicles will be disinfected prior to delivery as per the document below.

# Dented

When washing down vehicles, **DON'T** use bleach or hydrogen peroxide, or ammonia-based products if you plan on wiping down an LCD screen.



**DO** use soap and water—it's a safer bet—but **DON'T** use too much water when wiping down fabric upholstery—it could leave behind a musty smell, or encourage mould growth in the cushions.

According to the Centre for Disease Control and Prevention, alcohol solutions containing at least 70 percent alcohol should be effective at killing coronavirus. This means nearly every interior surface of a vehicle can be cleaned with isopropyl alcohol-based cleaners to avoid its spread.



Regardless of what cleaning products you use, a gentle touch is recommended. Wipe down and lather gently with a microfibre cloth—rubbing too vigorously could remove the dye in some leathers.

Gloves and a face mask should be worn for maximum protection when disinfecting a vehicle.



Experts recommend thoroughly disinfecting hotspots in vehicles. This includes:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Steering wheels        | <input checked="" type="checkbox"/> Wiper controls   |
| <input checked="" type="checkbox"/> Indoor/Outdoor handles | <input checked="" type="checkbox"/> Turn signals     |
| <input checked="" type="checkbox"/> Shifter                | <input checked="" type="checkbox"/> Door armrests    |
| <input checked="" type="checkbox"/> Window controls        | <input checked="" type="checkbox"/> Any grab handles |
| <input checked="" type="checkbox"/> Door locks             | <input checked="" type="checkbox"/> Seat adjusters   |

"Just think about how many surfaces are touched in an average car trip," said Jon Linkov of Consumer Reports' automotive division. "Door handles inside and out, control knobs and buttons, the touchscreen—even directional and wiper controls are touched virtually every time someone drives their vehicle."





**Self-Screening and Disclosure-** Dented will supply on site thermometers to enable testing if desired. All employees who are experiencing flu-like symptoms have been asked to use allotted sick days or work from home wherever possible. Employees who are experiencing a combination of fever and respiratory symptoms are also advised to immediately contact their local health authority to receive screening via phone and disclose to Dented should they be advised to receive further testing or test positive for COVID-19. Health Canada guidelines will be posted throughout the shop and posted on our company intranet as reference to symptoms.

**KNOW THE FACTS**

### ABOUT CORONAVIRUS DISEASE (COVID-19)

COVID-19 is an illness caused by a coronavirus. Human coronaviruses are common and are typically associated with mild illnesses, similar to the common cold.

Symptoms of human coronaviruses may be very mild or more serious, such as:

- FEVER
- COUGH
- DIFFICULTY BREATHING

Symptoms may take up to 14 days to appear after exposure to the virus.

Coronaviruses are most commonly spread from an infected person through:

- respiratory droplets when you cough or sneeze
- close personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your eyes, nose or mouth before washing your hands

These viruses are not known to spread through ventilation systems or through water.

The best way to prevent the spread of infections is to:

- wash your hands often with soap and water for at least 20 seconds;
- avoid touching your eyes, nose or mouth, especially with unwashed hands;
- avoid close contact with people who are sick;
- cough and sneeze into your sleeve and not your hands; and
- stay home if you are sick to avoid spreading illness to others.

For more information on coronavirus:  
1-833-784-4397  
[canada.ca/coronavirus](https://canada.ca/coronavirus)  
[phac.info.aspc@canada.ca](mailto:phac.info.aspc@canada.ca)

Public Health Agency of Canada / Agence de la santé publique du Canada

Canada

**Social Distancing-** Dented will mandate that insureds remain in their vehicles during claims drives. We are implementing a digital form with which insureds can ask questions, receive information and upload photos (VIN and odometer specifically). If an insured is required to exit their vehicle social distancing protocols will be enforced.



**Practise physical distancing**

AVOID	USE CAUTION	SAFE
Playdates House parties Sleepovers Group hangouts Weddings	Grocery stores Takeout food Picking up medications	Watch movie at home Read a book Listen to music Games night at home Video chat Take an online class Virtual tour a museum Cook Go for a walk or hike*

\* We recommend avoiding crowds and maintaining a distance of 2 metres (6 feet) from those around you. While you may not feel sick, and while we know these measures are an inconvenience, please be mindful of the members of our community who are more vulnerable to COVID-19 than others. Take care of yourself. It's OK to NOT be OK. Please know that help is available, and we encourage you to reach out to Distress Centre of Ottawa to connect with someone at 613-238-3311. We are all in this together. For more information, visit: [OttawaPublicHealth.ca/PhysicalDistancing](https://OttawaPublicHealth.ca/PhysicalDistancing)

Ottawa Public Health | Santé publique Ottawa  
613-580-6744 | TTY/ATS: 613-580-9656  
Ottawa Health | Ottawa Santé

**Visitor Policy** - Visitors are expected to self-assess themselves prior to arriving at a Dented work site. If they exhibit any of the symptoms of Covid-19 we will kindly ask for them to remain in their vehicles or reschedule when symptoms subside. Dented will expect all customers to remain in their vehicles while we perform a touchless estimate. This will include electronic authorization forms if required. Dented will provide an electronic information and signage to facilitate this for the customer.