

COVID-19 Protocol

We've been staying up-to-date on what the Centers for Disease Control and Prevention (CDC) have been saying about ways to prevent the spread of the disease and you can visit their website at www.cdc.gov to view the information yourself. It's imperative that every employee does what they can to prevent infection and spread of the virus. We are an essential part of the communities we serve; staying healthy and fully-staffed is very important. Please strictly follow these guidelines every day:

- Frequently clean your hands with soap and water or alcohol-based hand sanitizer and wash for at least 20 seconds
- Avoid touching your eyes, nose, or mouth with unwashed hands
- Cover your nose and mouth when coughing and sneezing with tissue or a flexed elbow, and frequently dispose of used tissues
- Avoid close contact with anyone with cold or flu-like symptoms
- Stay home if you feel like you have cold or flu-like symptoms
- Wipe-down all steering wheels, door handles and keys with disinfectant wipes immediately after the customer drops off and before we deliver the repaired vehicle to the customer. Wipe-down clipboards and pens after customer use.
- Please remove the coffee makers and all related items from the office as a precaution. Please refrain from ordering any coffee supplies until we're through all of this. Please wipe down the break room coffee makers, microwave, fridge handle, etc. frequently.

THE VIRUS CAN SURVIVE ON SURFACES FOR SEVERAL DAYS. PLEASE WIPE-DOWN COMMON SPACES (BREAK-ROOMS, DOOR HANDLES, BATHROOMS ETC.) FREQUENTLY DURING THE DAY TO HELP PREVENT SPREAD FROM CUSTOMERS TO EMPLOYEES AND VICE VERSA. PLEASE ENSURE YOU KEEP DISINFECTANT WIPES, HAND SANITIZER AND HAND SOAP IN STOCK. IF INNOVATIVE OFFICE IS RUNNING OUT OF ITEMS, PLEASE LET ME KNOW.

Practice physical distancing at work, out in public while shopping, and with people you do not live with. This is important and critical to remaining healthy. It is important to avoid situations where you'll be with large groups of people because the disease is primarily spread between people who are in close contact with each other. The number of infected people in Minnesota and Wisconsin will undoubtedly increase in the days and weeks to come. If we do our part to reduce the spread of the disease in the community, by following the guidelines listed above, this situation will stabilize and we will get through this.

As a step to attempt to provide more safety to our customers and other non-Heppner's employees you all come into contact with during the day, please wear a face covering when in the office or shop while customers and all other non-Heppner's employees are present. I have provided each shop with a box of disposable masks that you may use, or if you purchase or make one for yourself, please send me the receipt and I'll reimburse you.

Here are the reported COVID symptoms that the CDC has recently added to their list of signs to watch for. Please visit their website www.cdc.gov for more information.

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness.

Symptoms may appear 2-14 days after exposure to the virus. People with these symptoms may have COVID-19:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

Children have similar symptoms to adults and generally have mild illness. Please continue to bring your children in to the doctor for their well-child visits, and continue with their regular immunization schedule.

This list is not all inclusive. Other less common symptoms have been reported, including gastrointestinal symptoms like nausea, vomiting, or diarrhea.

As more and more people test positive for the virus, please continue to be aware of any symptoms you or someone you live with may have that could signify a COVID-19 infection. Call your physician and find a testing site. They are available and if you have any symptoms, you should get tested. Here are the links to both states' websites with testing information:

<https://mn.gov/covid19/for-minnesotans/if-sick/get-tested/>

<https://www.dhs.wisconsin.gov/covid-19/testing.htm>

If you have any symptoms, please stay home from work, call your doctor and get tested. Once you have determined whether or not you are infected, please contact your manager to discuss your return-to-work plans.

If anyone you live with has symptoms, please stay home and make sure they get tested. Monitor your symptoms and once you have determined whether or not they are infected, please contact your manager to discuss your return-to-work plans.

If an employee does test positive for COVID-19, the shop shall stop work and have all staff clean and disinfect the entire facility, tools, and any vehicles onsite. Employees should monitor their

health closely for any of the symptoms identified above. As noted above, if you have symptoms, stay home, call your manager, call your doctor and get tested.

Masks do not replace social distancing, so keep practicing this as well as continued frequent hand washing and cleaning of commonly touched surfaces in the office, bathroom, and break room.

Employees shall stay home until they can meet this criteria as set forth by the MN Department of Health:

If you have symptoms of COVID-19, stay home until all three of these things are true:

- *You feel better. Your cough, shortness of breath, or other symptoms are better*
And
- *It has been 10 days since you first felt sick.*
And
- *You have had no fever for the last three days, without using medicine that lowers fevers.*

PLEASE SHARE THIS WITH EVERYONE AT THE SHOP AND PRINT THIS EMAIL OFF AND DISPLAY IT FOR CUSTOMERS TO SEE ON THE OFFICE DOOR.