

PENDER AUTO BODY

www.penderautobody.com

Pender Auto Body Response to Covid-19 and Commitment to the Safety of Our Employees, Customers, and Partners.

We are facing an unprecedented challenge and are deeply concerned about the safety of our community and families. Auto Body and Repair has been deemed an essential service in the US and various provinces in Canada. As a potential essential service provider, we will remain open with some changes. Please see below as we are following best practices recommended by public health authorities. We are monitoring ongoing developments daily from the Government of Canada, Province of BC, Provincial Health Officer (PHO) and the World Health Organization (WHO). All new regulations and guidelines will be strictly followed.

Guests, Vehicles & Staff

Guests

- To all customers, please call and make appointment before visiting. Business Hours may be fluid at this time.
- To implement a policy of social distancing and enhances safety measures, Pender Auto Body will be open by **appointment only**.
- The office will be limiting to serve **1 Customer** at a time.
This will encourage limited contact with other people and yet make our guests feel welcome.
- We are disinfecting high traffic surfaces hourly such as counter, tables, chairs and door handles.
- We will be asking all Guests to confirm:
They do not symptoms of COVID-19: Fever, Cough, Difficulty breathing
They have not been out of the Country within the past 14 days
If so, we ask our Guests to re-schedule at a later date.
- Handshakes are not permitted, and staff will keep 2 arms-length (2 feet) from others

Vehicles

- Vehicle keys, steering wheels, door handles, and touchpoints will be disinfected upon arriving at the shop and upon leaving.
- All courtesy cars will be vigorously cleaned before being given out to our Guest

Staff

- Our employees have been asked to stay home for 14 days isolation if they have been outside of Canada recently and or/show any symptoms such as fever, cough or difficulty breathing.
- We understand and support decision for staff to stay home. Please bear with us as we may be short-staffed

We asked our Guests to be patient when dropping off their vehicles and while waiting for their courtesy vehicle.

Please be safe and take care of others
Pender Auto Body Team