

Vehicle Sales, Leases, and Rental

If you operate a Vehicle Sales, Leases, or Rental business in New York City, new mandates from New York State require you to do the following at the start of Phase 2:

- **Develop a [Safety Plan](#)** and post it at your work site
- **Read [New York State \(NYS\) guidelines](#)** and affirm compliance.
- The State requires that you **affirm that you have reviewed and understand the State-issued industry guidelines** and that you will implement them. You can fill out the affirmation form [here](#).

View the full list of requirements on the State website to make sure you are in compliance, and protect your employees and customers by taking the following steps to prevent the spread of COVID-19. These are some examples of best practices.

1. Stay Home if Sick

Unless you are leaving for essential medical care ([including testing](#)) or other essential errands, stay home if you are sick.

- Consider implementing sick leave policies that encourage workers to stay home if they are sick.
- Perform health screenings remotely, before people arrive, where possible.
- Post the [Stop the Spread](#) poster in employee areas. Additional languages are available on the www.nyc.gov/health/coronavirus website or by calling 311 to order a copy.

2. Keep Physical Distance

Stay at least 6 feet away from other people.

- Limit in-person staff to only those necessary; encourage telework for as long as possible – this will protect workers who must be in person.
- Modify workspaces and seating areas to keep workers 6ft apart; close communal areas.
- Encourage test drives and viewings by appointment only and allow customers to conduct unaccompanied test drives.
- Facilitate curbside pickup and drop off.
- Stagger work schedules.
- For vehicle purchase, determine what needs to be signed in store and what can be done digitally or over video.

3. Wear a Face Covering

Protect those around you. You can be contagious without symptoms and spread the disease when you cough, sneeze or talk. A face covering may help reduce the spread of COVID-19.

- Consider having face coverings near the front door for those who arrive without them.
- Consider implementing a “no face covering, no service” policy, while adhering to reasonable accommodation requirements.

4. Practice Healthy Hand Hygiene

Wash your hands often with soap and water or use hand sanitizer if soap and water are not available; clean frequently touched surfaces regularly; avoid touching your face with unwashed hands; and cover your cough or sneeze with your sleeve, not your hands.

- Avoid renting or issuing for test drive vehicles that might be difficult to clean/disinfect, such as those with fabric seats.
- Clean at least as often as workers or customers change workstations or vehicles.

- Clean other rental items and have workers install them before customers pick up cars, including baby seats, GPS, etc.
- Consider removing communal gas cards, and instituting a no-penalty policy for returning a vehicle without a full tank of gas.
- Increase ventilation of outdoor air as much as possible.
- Encourage frequent handwashing [with signage](#).

The NYC Department of Health and Mental Hygiene (DOHMH) has created plain language Frequently Asked Questions for [each sector re-opening in Phase 2](#), in adherence with the New York State guidance.

Additionally, the Department of Small Business Services (SBS) and the Department of Consumer and Workforce Protection (DCWP) have created [this simple flyer](#) for businesses and workers.