



COVID-19 OPERATIONAL PROTOCOLS AND GUIDELINES

The following protocols and guidelines have been designed to meet the specific directions received from the Province of Ontario regarding the re-opening of non-essential businesses and services. The following protocols are guided by social and physical distancing policies designed to reduce and prevent the spread of COVID-19. The successful implementation of these protocols can only be accomplished through a concerted effort by Plug'n Drive's staff and Electric Vehicle Discovery Centre and Mobile Electric Vehicle Education Trailer (MEET) visitors.

EV DISCOVERY CENTRE/MEET ACCESS

1. Until further notice, all visitors to the EV Discovery Centre and MEET will be accommodated on an appointment-only basis.
2. Appointments are available on pre-designated days for pre-designated time slots.
3. All appointments must be booked online in advance by visiting [Plug'n Drive's Booking Calendar](#).
4. Prior to arrival, all visitors are required to submit a Health Declaration Form, which can be found at: [COVID-19 Health Declaration](#)
5. If a visitor is late for their appointment, their time slot will NOT be extended to accommodate the full duration. This is done to provide a 20-minute window between appointments for Plug'n Drive staff to undergo any appropriate sanitization measures in preparation for the next appointment, including:
 - a. Sanitizing washrooms if they were used.
 - b. Sanitizing all door handles and surfaces that were touched.
 - c. Sanitizing all information boards, interactive touchscreens, charging station displays and display vehicles that were touched.
6. Visitors are not permitted to enter the EV Discovery Centre or MEET if any one of the following conditions apply:
 - a. A COVID-19 Health Declaration has not been submitted.
 - b. A visitor, or person residing with the visitor, has been diagnosed with, or is suspected to have, COVID-19 and/or has exhibited COVID-19 symptoms (fever, cough, respiratory distress, etc.) in the last 14 days.
 - c. A visitor or person residing with the visitor has returned from another country outside of Canada in the last 14 days.

ARRIVAL

Upon arrival to the EV Discovery Centre and MEET:

7. All visitors must stay at least 6 feet away from all entrances/access points, on-site electric vehicles and outdoor charging stations until their allotted appointment time begins.
8. When a visitor's appointment time begins, a Plug'n Drive staff member will greet them to confirm that a COVID-19 Health Declaration has been submitted.
9. A hand sanitizer station is provided. All visitors are required to sanitize their hands before proceeding with their appointment.
10. All visitors must wear a protective face mask that fully covers the mouth and nose before proceeding with their appointment and throughout the duration of their visit. Individuals with health conditions that prevent them from wearing a face mask cannot be served at this time.

TEST DRIVE PROTOCOLS

11. Plug'n Drive staff accompany all test drives from the rear passenger side seat to maintain as much physical distance as possible.
12. Plug'n Drive staff and test drive participants must wear a protective face mask that fully covers the mouth and nose during the test drive.
13. All keys are sanitized after each use.
14. All components of the test drive vehicles that are touched by, or come into contact with, someone's hands are sanitized after each use, including: door handles, seat belts, steering wheels, drive mode shifters, radio controls, climate controls, rear-view/side-view mirrors and rear-view/side-view mirror electronic controls.
15. All charging components that are touched by, or come into contact with, someone's hands are sanitized after each use, including: charging station wands, charging station screens/controls and vehicle charging port latches.

EV DISCOVERY CENTRE OPERATIONAL CHANGES

16. Physical distancing stickers are installed on the floor for guidance.
17. Only Plug'n Drive staff are permitted to enter the Ontario Power Generation PowerPlace meeting room.
18. Until further notice, all events scheduled at the EV Discovery Centre have been cancelled and no new bookings are being accepted.