EMERGENCY ROAD SERVICE COVID-19 RESPONSE

As we all continue to move forward through the realities brought on by COVID-19, we are taking these actions to ensure the safety of both our Road Service Technicians and Members.

**BEST SAFETY PRACTICES**
Best safety practices to keep Road Service Technicians and Members safe continue to be shared with you for distribution to your teams.

**TECHNICIAN’S DISCRETION**
Should a Road Service Technician observe possible symptoms he or she should call AAA Dispatch and ask for a Supervisor. The Supervisor will walk them through the next steps which may include arranging alternate solutions for the Member.

- Never leave a Member stranded.
- Wait behind Member with beacons on while Member waits for ride.
- Reach out to AAA Call Center Supervisor with any issues or questions related to a call.

**MEMBER SCREENINGS**
Members are being screened with questions before placing Road Service calls. If experiencing symptoms or have had recent contact with someone experience symptoms a AAA Supervisor will intervene and address the situation.

**MEMBERS RIDING IN TOW TRUCKS SUSPENDED**
Members are being informed when they place their Road Service call to seek alternate transportation.

**AVOID PHYSICAL CONTACT AND MAINTAIN DISTANCE**
No handshakes. When checking for ID, do not physically handle it, you can observe name from a safe distance.
- Wear disposable gloves and properly dispose of them

**CLEAN AND DISINFECT AFTER EACH MEMBER INTERACTION**
Make sure you have cleaning supplies.

**WASH HANDS AND USE HAND SANITIZER**
Use hand sanitizer frequently and recommended after every call.

**BE AWARE OF THE SITUATION**
Be aware of excessive coughing and exercise universal precaution at all times.

Clean and disinfect surface areas such as:
- Mobile devices
- Door handles
- Seat belts
- Pens and writing utensils
- Members vehicles

Thank you for your continued professionalism in delivering Road Service to AAA Members.