

Re-Opening Guidelines ~ General



This guidance is intended to convey the message of Governor Hogan and the Maryland Strong: Roadmap to Recovery as it relates to Calvert County residents, business owners, workers and visitors at this moment in time. The Roadmap lays out important guiding principles:

Employers and employees should continue with telework plans.

Marylanders should continue to wear face coverings or masks in indoor public places.

Marylanders should continue to practice physical distancing.

It is important that all of our actions in the near future are consistent with these guiding principles. Re-opening or changing the way in which a business or venue operates is a major undertaking. Below we have a collection of general ideas that businesses or owners should take into consideration when developing business-specific plans for re-opening or alteration of operations:

- » All staff able to telework will continue to and plans are in place.
- » Appropriate signage has been posted around the facility and grounds to relay the messaging about social distancing, face coverings, and handwashing.
- » Adequate handwashing stations are available for workers or hand sanitizer is available.
- » We have provided necessary PPE for employees or employees will provide their own face covering. Employees have been trained on the proper use of the necessary PPE (covers both mouth and nose).
- » A plan is in place for regular cleaning and sanitizing of high contact surfaces. Gloves are available and worn by the designated employee responsible for cleaning high contact surfaces.
- » Adequate supplies are available for the increased cleaning and disinfecting of surfaces.
- » We have delineated social distancing markers (6 feet apart) in areas where customers may form lines or congregate.
- » A plan is in place for employee wellness checks. We have a secure location to store these documents.
- » The total occupancy (combination of employees and customers) should not exceed 50% of the posted State Fire Marshal's capacity.

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Employee screening for **Symptoms of COVID-19** include any of the following:

- » Cough
- » Shortness of breath
- » Fever
- » Chills
- » Diffuse muscle aches
- » Sore throat
- » Loss of taste or smell

Ideally, employees should be asked to self-report any new symptoms to their supervisor by phone or email prior to reporting to work. Anyone who has new onset of one or more of these symptoms should be kept out of work until she/he is evaluated by a doctor or nurse practitioner. Allowing an employee with COVID-19 to remain at work exposes other staff to serious illness and may result in a major loss of workforce within a week.

Screening employees' temperatures is reasonable, but close to half of people infected with COVID-19 do not develop a fever. Employers should not depend on temperature screening as the sole means of identifying those with infection.

Although those who develop severe complications of COVID-19 are more likely to be older than 55 or have significant underlying health problems, anyone can become infected and pass the virus to others. Employers should consider that if employees are financially penalized for missing work due to illness, they are much less likely to self-report their symptoms. In turn, this jeopardizes their health and your workforce.

Re-Opening Guidelines for Retail



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- » The total occupancy (combination of employees and customers) should not exceed 50% of the posted State Fire Marshal's capacity.
- » Develop management and employee procedures to ensure safe distancing of customers lining up outside the entrance. There should be at least 6 feet between individuals. Household members may stand together. Consider reaching out to local law enforcement in advance if crowds/lines anticipated.
- » Evaluate floor plan to limit congestion points and maintain social distancing.
- » Appropriate signage upon entry into the facility indicating face coverings and proper social distancing requirements while inside the facility.
- » Social distancing markers (6 feet apart) are provided in areas where customers may form lines or congregate (service counters, check-out lines, etc.).
- » Identify high contact surfaces. Ensure a plan is in place to properly clean and disinfect those surfaces every 1-2 hours or as needed during business hours.
- » Have EPA registered disinfectants available to your staff. Gloves should be readily available for the assigned staff member that will be cleaning high contact surfaces.
- » Hand sanitizing stations or hand washing stations are readily available and stocked for staff.
- » Face coverings are required to be properly worn (covering both mouth and nose).
- » Provide hand wipes or another means of disinfecting carts and baskets for customers upon entry into the facility or have staff clean ALL carts after each customer's use.
- » Implement and encourage touchless payment option.
- » Continue to encourage online ordering and curbside pick-up.
- » If possible, provide designated shopping hours for vulnerable populations.
- » Communicate with employees on the measures for their comfort in returning to work including monitoring their health.
- » A plan is in place for employee wellness checks. We have a secure location to store these documents.
- » Prepare a training document of proper responses to customers who challenge social distancing and other protocols.

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Re-Opening Guidelines for Small Businesses and Services



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- » The total occupancy (combination of employees and customers) should not exceed 50% of the posted State Fire Marshal's capacity.
- » No more than one customer is allowed to wait inside the facility. It is suggested to text or call any additional customers when their service is available.
- » Services will only be offered by appointment only (e.g. hair salons and barbers).
- » Appropriate signage around the facility and grounds to relay the messaging about social distancing, face coverings, and handwashing.
- » Delineated social distancing markers (6 feet apart) in areas where customers may form lines or congregate. Workers should also follow the same spacing guidelines.
- » If the business provides services modify stations and/or furniture to ensure proper social distancing.
- » Supplies are provided to properly clean and disinfect high contact surfaces.
- » Hand sanitizer is readily available to customers and staff at all times or handwashing stations are readily available.
- » Necessary PPE for workers are available or will be provided by staff. All staff will be trained on how to properly use the PPE (covers both mouth and nose).
- » A plan is in place to regularly clean and sanitize high contact surfaces (i.e. chairs, register, door handles, countertops, stations, etc).
- » Implement and encourage touchless payment option.
- » A plan is in place for employee wellness checks. We have a secure location to store these documents.
- » Close water fountains.

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Re-Opening Guidelines for Attractions, Destinations and Tourism



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- » Proper signage for social distancing, face coverings, and hand washing requirements are provided at each entry point for this event/location. Signage is posted as friendly reminders throughout the location.
- » For indoor events, total occupancy load should comply with 5 people per 1000 square feet.
- » Develop management and employee procedures to ensure safe distancing of customers lining up outside the entrance or on facility grounds. There should be at least 6 feet between individuals. Household members may stand together.
- » A staff member will be responsible for monitoring these areas. Consider reaching out to local law enforcement in advance if crowds/lines are anticipated.
- » The required EPA registered disinfectants are available to the staff. Gloves are readily available for the assigned staff member that will be cleaning high contact surfaces.
- » Hand sanitizing stations are provided to guests and staff at each entry and exit point or hand washing stations are readily available and stocked for guests and staff.
- » All common-use equipment, including vehicles, must be sanitized with EPA-approved disinfectants after each use by staff or customers.
- » Designated staff have been assigned to monitor and maintain the disinfection of high contact surfaces including porta-jons, door handles, rails, windows, hand washing stations, registers, restrooms, bathhouses, etc. Disinfect these surfaces every 1-2 hours or as needed during business hours.
- » Staff members have been trained on the safety measures and proper handling of the disinfectants. Gloves are available for the staff member.
- » All staff and volunteers are aware of the face covering requirements and how to properly wear a face covering (covers both mouth and nose).
- » Classes offered will be made available online or through a virtual classroom. If this isn't possible then classes will be limited to ensure no more than 10 persons are congregating in the classroom. If the classroom is not large enough to provide proper social distancing between students, then the class size will be limited to less than 10.
- » Business owner is responsible for all notifying all vendors of new guidelines relating to COVID-19.
- » An employee wellness check is in place for staff and volunteers. These records will be maintained in a safe place for 30 days.
- » Close water fountains.

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- » Proper signage for social distancing upon entering into the establishment and in the waiting area are posted.
- » Hand sanitizer is readily available at each entry and exit point or handwashing stations are readily available for customers and staff.
- » Seating capacity limits for the dining area and bar area are posted and a designated staff member is monitoring the facility's capacity.
- » An employee wellness check is in place for front and back of house staff before entering the building. These records will be maintained for 30 days in a safe and secure location.
- » Curbside pick-up and delivery options will continue to be provided.
- » An EPA registered disinfectant is readily available to properly clean high contact surfaces including, but not limited to, menus, door handles, registers, tables, booth seating/chairs/bar stools, restrooms, receipt books, pens for servers, etc.
- » Back of house and bar sanitizing solutions are limited to Quaternary Ammonia (150-400 ppm), Chlorine (50-100 ppm), and Iodine (12.5-25 ppm).
- » Condiments and bar menus will be available upon request. Any item served to a table must be properly cleaned and disinfected prior to being served to another customer.
- » Tables and bar stools have been modified to provide the 6-foot social distancing requirement between parties. A maximum party size of no more than 10 persons.
- » Employees interacting with customers will be required to properly wear face coverings. The staff members will be trained on how to wear a face covering (covers both mouth and nose).
- » Disposable menus will be provided or all menus must be properly disinfected after each use by a designated staff member.
- » Hands-free checkout for dine-in customers will be utilized if possible. If receipt books and pens are utilized ensure all staff disinfect each item between use.
- » While waiting to be seated, appropriate physical distancing guidelines will be maintained. If space does not allow for appropriate physical distancing, customers will be asked to wait in their cars or other off-premise area. A messaging service such as text, phone call system, or an application may be utilized to inform customers that their table is ready.

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Re-Opening Guidelines for Accommodations



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- » All sheets and towels will be dried on a high heat setting to ensure disinfection by housekeeping and we will conduct routine oversight.
- » Food will continue to be either scheduled pick-up or room service only.
- » Appropriate signage around the facility and grounds are in place to relay the message about social distancing, face coverings, and handwashing.
- » A plan is in place for regular cleaning and sanitizing of high contact surfaces. Gloves are available and worn by the designated employee responsible for cleaning high contact surfaces.
- » Adequate supplies are available for the increased cleaning and disinfecting of surfaces.
- » Adequate handwashing stations are available for workers or hand sanitizer is available.
- » We have provided necessary PPE for employees or employees will provide their own face covering. Employees have been trained on the proper use of the necessary PPE (covers both mouth and nose).
- » All staff able to telework will continue to do so and plans are in place to allow this.
- » We have delineated social distancing markers (6 feet apart) in areas where customers may form lines or congregate.
- » The occupancy limit is known and we are compliant with the local order of a total occupancy load under 5 people per 1000 square feet.

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