



ROADMAP TO RECOVERY
MARYLAND STRONG

Best Practices for Businesses to Reopen PERSONAL SERVICES



PREPARE THE BUILDING

- Review and prepare a comprehensive plan for cleaning high traffic and high-contact surface areas consistently in accordance with CDC recommendations.
- Develop a plan for vendors to bring products safely into the business by arranging for deliveries when there are the fewest customers and employees.
- Remove magazines and newspapers from public areas.
- Arrange work stations to accommodate social distancing guidelines.
- If the building has been closed for an extended period of time, check HVAC systems. Flush/disinfect water systems.



PREPARE THE WORKFORCE

- Employees should be trained in, and understand, current COVID-19 health and workplace guidelines, both general and industry-specific.
- Offer teleworking where appropriate. Give employees flexibility regarding returning to the workplace.
- Implement a daily screening process for workers and other personnel which include CDC or MDH recommended health questions and consider temperature testing.
- Direct sick workers to follow CDC and state guidelines regarding home isolation for suspected or confirmed COVID infections.

- Develop and communicate action plans in the event of a positive test for COVID-19 for those directly exposed and those potentially exposed, consistent with CDC and MDH guidelines.
- Employees and customers should wear face masks / facial coverings. Consider additional PPE equipment based on recommendations from your specific industry.



SOCIAL DISTANCE PLANNING

- Have employees work or access the business from home whenever possible.
- Create proper markings/crowd control for spacing and signage to prohibit congregating in waiting spaces or check out spaces.
- Schedule "by appointment" only. Allow enough time between clients for cleaning.
- Offer curbside pick up for ancillary products.
- Adjust, stagger, and/or extend work hours per day to limit employee interaction.
- Limit access to open areas that do not accommodate social distancing.

- Create sanitization stations stocked with hand sanitizers and disinfecting wipes for easy access by the public and employees.
- Where possible, implement and encourage touchless payment.
- Post signage advising customers to not enter the store if they are sick or symptomatic.
- Move any retail inventory to a "no-touch" area (i.e. behind counter) to minimize touching.
- Suggest employees no longer hand out business cards and refrain from physical greetings.



COMMUNICATION PROCEDURES

- Language Access: Provide training content in Spanish and alternate languages prevalent in your small business community.
- Communicate commitment to cleanliness by posting compliance adherence with the CDC's recommendations.
- Show customers care by displaying signage that details social distancing protocol and COVID-19 prevention efforts.



REDUCE TOUCH POINTS / CONTROL ACCESS & INCREASE CLEANING

- Clean and disinfect the facility in accordance with CDC guidelines, to include cleaning between each client.

All Executive Orders still in effect must be complied with. See most up to date orders here: governor.maryland.gov/covid-19-pandemic-orders-and-guidance.