



ROADMAP TO RECOVERY

MARYLAND STRONG

## Best Practices for Businesses to Reopen PERSONAL SERVICES



### PREPARE THE BUILDING

- Develop a plan or checklist for reopening consistent with [CDC](#) guidance that includes:
  - Employee training.
  - Leave policies, absenteeism, plans and employee screenings.
  - Facial covering requirements for guests and employees.
  - Physical facility evaluation for any damage or issues caused by vacancy. Follow [CDC](#) and [Maryland Department of the Environment](#) guidance on reopening buildings, including checking mechanical, air and water/ice systems. Ensure all water lines are flushed, including equipment water lines and connections, according to manufacturer's instructions.
  - Develop a plan to maximize social distancing and minimize opportunities for disease transmission at entrances, bottlenecks, pinch points, and customer interactions through barriers, signage, process controls, and other means.
  - Social distancing protocols and procedures for employees, vendors, and guests, with special consideration for entrances and exits, queues, bottlenecks, facility layouts and safe capacity limits.
  - Communications and signage.



### OPEN FOR MASKS ON MARYLAND

- Routine and frequent environmental cleaning and disinfecting, especially high-touch surfaces, in accordance with CDC recommendations.
- Review high-contact points and plan for protocol to eliminate or minimize employee and customer interaction.

- Face coverings are required for all employees and guests, including children older than five years of age, when indoors. When outdoors, face coverings are required if unable to consistently maintain at least six feet of distance from other non-household individuals and are advisable under all conditions.
- Face coverings are not required when wearing a face covering would make it impossible to receive services requiring access to the face, mouth, or head, including without limitation, dental care, shaving, and facial treatments. For additional exceptions to this requirement, please see latest [Executive Order](#).
- Customers with disabilities who are unable to wear a face covering must be provided with an opportunity to receive the same goods and services as customers without disabilities. For more information, please see the [Face Coverings FAQ](#).



### 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, which includes [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 and returning to work. .
- 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.

For more information go to [open.maryland.gov/backtobusiness](https://open.maryland.gov/backtobusiness)



## Best Practices for Businesses to Reopen PERSONAL SERVICES



### 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.



### REDUCE TOUCH POINTS / CONTROL ACCESS & INCREASE CLEANING

- Clean and disinfect the facility in accordance with [CDC](#) guidelines, to include cleaning between each client.
- 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.
- Prior to the guest’s visit, if possible, explain processes in place for their comfort, which includes face covering requirements, social distancing, and increased hygiene practices per the [CDC](#) and [MDH](#) guidance and that you are open for business.
- Contact your local health department if you are concerned about transmission of COVID-19 in your facility.

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](https://governor.maryland.gov/covid-19-pandemic-orders-and-guidance).