ROADMAP TO RECOVERY

MARYLAND STRONG

Best Practices for Businesses to Reopen
PROFESSIONAL + FINANCIAL SERVICES

PREPARE THE BUILDING

- Designate one location for deliveries and disinfecting items; assign to specific employees only.

- Provide hand sanitizer stations (ideally touchless) at touchpoints. Install automatic soap dispensers in kitchens/restrooms.

- Reconfigure desks and limit meeting room occupancy to allow six feet between seats.

- Designate and signpost the direction of foot traffic in main circulation paths. Consider one-way circulation routes.

- Clearly mark increments of six feet on floors where queues form. Add signs and floor stickers inside elevator cars describing how/where to stand.

- Maximize fresh air exchange by opening doors/windows, increase the frequency of air filter replacement, and use the highest filtration level available.

MASKS ON MARYLAND

- Face coverings are required in publicly accessible areas, as well as all work areas where employees are likely to interact with other employees or individuals, even if briefly, such as common areas or open offices.

- Face coverings are encouraged but not required if an employee can isolate or separate their work area, either by closing doors or using other physical barriers to maintain six foot distance from other individuals at all times, including individuals in adjacent cubicles or hallways.

- Even when practicing social distancing, masks or face coverings must be worn when walking through hallways or when two or more people are together in a space such as an office, conference room, or restroom.

- Face coverings are not required if wearing a face covering would subject the person to an unsafe working condition, as determined by federal, state, or local occupational safety regulators or workplace guidelines. For this and additional exceptions to this requirement, please see the 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.

- Continue teleworking whenever possible. Give employees flexibility regarding returning to the office.

- Implement a daily screening process for workers and other personnel which include CDC or MDH recommended health questions and consider temperature testing.

- Direct sick employees and performers to follow CDC and state guidelines regarding home isolation for suspected or confirmed COVID-19 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.

- Encourage the use of cloth face coverings when any face to face interaction between individuals takes place, particularly if that interaction is within 6 feet.

For more information go to **open.maryland.gov/backtobusiness**

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SOCIAL DISTANCE PLANNING

- Have employees work or access the business from home whenever possible.

- Consider developing alternate plans for employee hours, including split schedules/shifts, shorter work weeks, staggered start/break/shift times, etc. Implement peak period queuing procedures.

- Stagger lunch hours and use of kitchens.

- Conduct virtual office meetings within the building. Use virtual hiring and onboarding processes.

- Limit attendees at in-person meetings.

REDUCE TOUCH POINTS / CONTROL ACCESS & INCREASE CLEANING

- Clean and disinfect the facility in accordance with CDC guidelines.

- Open or remove doors where possible to minimize potential touch points.

- Remove high-touch shared items or sanitize between uses (desks, phones, computers, writing utensils, headsets, payment terminals, kitchen implements, keys, and food/beverage).

- Store supplies securely; designate specific personnel to manage/distribute. Implement a strict clean-desk policy so that non-essential items are enclosed in cabinets or drawers.

- Prohibit general public access. Allow only "critical" vendors/clients, restrict access to only certain areas, and require them to follow safety protocols.

- For offices on low floors, encourage people to take the stairs; ideally designate one staircase as "UP" and another one as "DOWN".

COMMUNICATION PROCEDURES

- Provide appropriate signage about safety protocols throughout the workplace.

- Establish and communicate clearly defined actions, roles, and responsibilities in response to a potential COVID case at work.

- Guide employees about travel: request they notify management and take extra precautions such as self-monitoring symptoms and/or self-isolate.

- 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.

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