Maryland

Best Practices for Businesses to Reopen

ENTERTAINMENT AND RECREATIONAL ATTRACTIONS

OPEN FOR ENTERTAINMENT AND RECREATIONAL ATTRACTIONS

- 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. Ensure building ventilation meets appropriate standards.
  - 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.
  - Routine and frequent environmental cleaning and disinfecting, especially high-touch surfaces, 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 guests and employees.
- Connect with State and local authorities to ensure that all licenses and inspections are up-to-date prior to opening.
- Facility capacity may be limited based upon Executive Order or other local government guidance.
- Except for restrooms, facilities in indoor areas that are not otherwise allowed to operate should remain closed. An "indoor area" means all space in a structure or building with a ceiling that is enclosed on all sides by any combination of permanent or temporary walls, windows, or doorways, whether open or closed, or other physical barriers extending from floor to the ceiling. (Indoor facilities permitted to open 6/19 at 5pm)
- If the facility also has a restaurant, bar, and retail component, these are subject to additional requirements under Executive Orders and, in some cases, State and local regulation or requirements.

OPEN FOR EMPLOYEES

- Employees should be trained in, and understand current COVID-19 health and workplace guidelines, such as hand hygiene and cleaning protocol, along with proper PPE use and disposal.
- Implement a daily screening process for employees, 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-19 infections and returning to work.
- Encourage employees to maintain social distancing, including during breaks, and modify procedures to avoid employee congregation.
- Train employees on the proper responses to guests who challenge social distancing, facial covering, and other protocols.
- Require face coverings, including for children older than 9 years of age if appropriate, when interacting with other employees or guests, particularly if social distancing cannot be assured.
- Tools and equipment that are shared should be sanitized prior to being given to another employee and at the beginning or end of each shift.

OPEN FOR SOCIAL DISTANCING

- Minimize congregating in common areas through signage, barriers and employee communications. Restrict access to areas where social distancing and social gathering requirements cannot be followed.
- Install a marking system to visually demonstrate the recommended social distancing with special emphasis at all locations where guests congregate.
- Designate and post signage indicating the direction of foot traffic in main circulation paths and stairways; consider one-way circulation routes.

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

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- For admissions, consider advance registration and payment, timed entry, and other methods to maintain social distancing and reduce touch points between guests and employees.
- Where possible, maintain admission records for at least 2 weeks to assist if contact tracing is required.
- If applicable, prepare a parking plan that limits parking to create distance between arriving and departing guests.
- Within the facility, maintain 6 foot social distance at all time by use of staggered entrance times, designated or roped off seating, and other measures throughout the activity.
- Evaluate space and capacity based on Executive Orders and social distancing guidelines. Determine capacity in order to ensure guests and households can properly distance themselves at all times, including in areas that may be prone to congregation, such as in queues, entrances, exits, and on rides, activities or other amenities.
- Equipment meant to be used by guests, such as arcade machines and ticket kiosks, should be placed to allow for 6 feet of social distance between guests. Rather than moving machines, some machines can be turned off or otherwise inactivated to keep quests from using adjacent machines.
- In activities that require interaction, physical distancing should be maintained between guests unless they are members of the same household.
- Require face coverings, including for children older than 9 years of age if appropriate, when interacting with other employees or guests, particularly if social distancing cannot be assured.

OPEN FOR CLEANLINESS AND COMFORT

- Increase cleaning and disinfecting, especially frequently touched surfaces, in accordance with CDC guidelines. Areas and amenities that cannot be easily cleaned between guests should remain closed, including ball pits, slides, inflatable bounce houses, interactive mazes, touch pools and prop-based experiences where physical distancing and sanitation protocols are difficult to manage.
- Evaluate the need to distribute information through multi-use or single-use materials and consider technology as an alternative.
- Make hand sanitizer, disinfecting wipes, soap and water, or similar disinfectant readily available to employees and guests, particularly at key guest and employee entrances and contact areas such as elevator landings, game areas, restrooms, guest lockers, ticket counters, changing areas and bag storage areas and other areas where guests and employees are likely to congregate.
- If possible, set aside special hours for vulnerable or at-risk guests.
- Where possible, implement and encourage touchless payment and admission, and online ticketing.
- Post signage advising guests to not enter the property if they are sick or symptomatic.
- Plan for additional time to sanitize activity-related equipment used by guests after each use.

OPEN FOR COMMUNICATIONS

- Communicate commitment to cleanliness by posting compliance adherence with the CDC's guidelines, including social distancing, handwashing, cough and sneeze hygiene, cleaning and disinfection, and staying home when ill.
- Show guests care by having signage that details social distancing protocol and COVID-19 prevention. Provide signage in Spanish and other languages prevalent in your community.
- Communicate with employees and guests on the measures taken for their comfort and on the shared responsibility to monitor their health and stay home if not feeling well.
- Prior to the guest's visit, if possible, explain processes in place for their comfort, which includes social distancing, and increased hygiene practices per the CDC and MDH guidance and that you are open for business.

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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