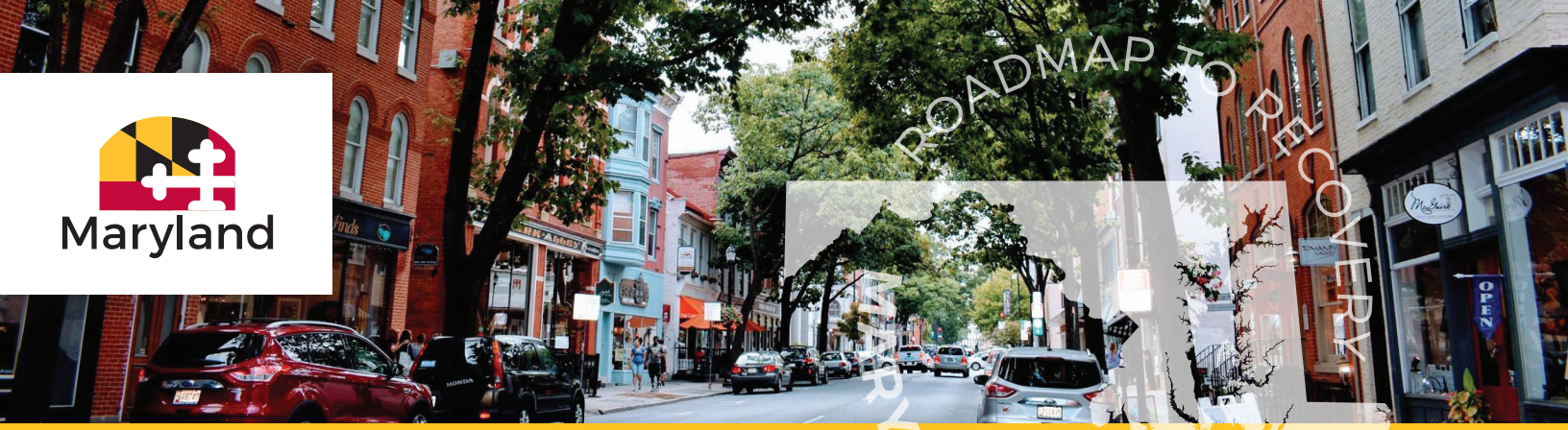

Maryland

Best Practices for Businesses to Reopen

RETAIL

OPEN FOR RETAIL

- 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.
- If the retail facility also has a restaurant or bar component, these are subject to additional requirements under Executive Orders and, in some cases, State and local regulation or requirements.

OPEN FOR MASKS ON MARYLAND

- 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. For 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.

OPEN FOR EMPLOYEE COMFORT

- 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.
- 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.

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 on locations where guests congregate such as checkout and return stations.

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

Maryland

Best Practices for Businesses to Reopen
RETAIL

- If possible, set aside special hours for vulnerable or at risk customers.
- Designate and post signage including the direction of foot traffic in main circulation paths and stairways, consider one-way circulation routes. Be mindful of creating situations that might cause lines and crowds.
- Post signage advising customers to not enter the store if they are sick or symptomatic.
- Provide a phone number or website for alternative purchasing methods, such as curbside pickup.

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.
- 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, restrooms, guest lockers, checkout counters, and other areas where guests and employees are likely to congregate.
- Where possible, implement and encourage touchless payment.
- Post signage advising guests to not enter the property if they are sick or symptomatic.

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 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.

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