

TOGETHER WE RISE

Respond. Recover. Rebuild.
Washington County, MD

Business Town Hall on Recovery & Reopening



Welcome and Introductions

- State and Local Elected Officials
- Various County and City Staff
- Local Health Experts

Welcome and Introductions

Members of COVID-19 Business Response Team:

- Maryland Department of Commerce Western Maryland Rep – **Andrew Sargent**
- Washington County, Director of Department of Business Development – **Susan Small**
- City of Hagerstown, Dir. of Community and Economic Development – **Jill Thompson**
- President of the Washington County Chamber of Commerce – **Paul Frey**
- President of the Convention and Visitors Bureau – **Dan Spedden**
- Executive Director of the Greater Hagerstown Committee – **Jim Kercheval**
- Chief Executive Officer of Goodwill Industries – **Dave Shuster**
- Operations Manager, Fire Operations/Special Operations - **Sam Anderson**
- Emergency Manager, Washington County DES - **Tom Brown**
- Director of Public Safety & Campus Police - **Eric Byers**

Today's Panelists:



Deputy Director of Health Department – **Dr. Diana Gaviria**



Chief Executive Officer, Meritus – **Dr. Maulik Joshi**



Chief Quality Officer, Meritus – **Carrie Adams**



Housekeeping and Disclosures

- Due to the large number of people on the webinar, all attendees must remain on mute. Those calling in on cell phones please mute yourself during the presentation in order to minimize background noise.
- The purpose of this webinar is to provide our businesses with the latest health information, as well as starting guidance and resources to help you reopen. There will also be time to answer questions.
- The presentation is being recorded so that we can share the webinar with those who could not attend.

Housekeeping and Disclosures

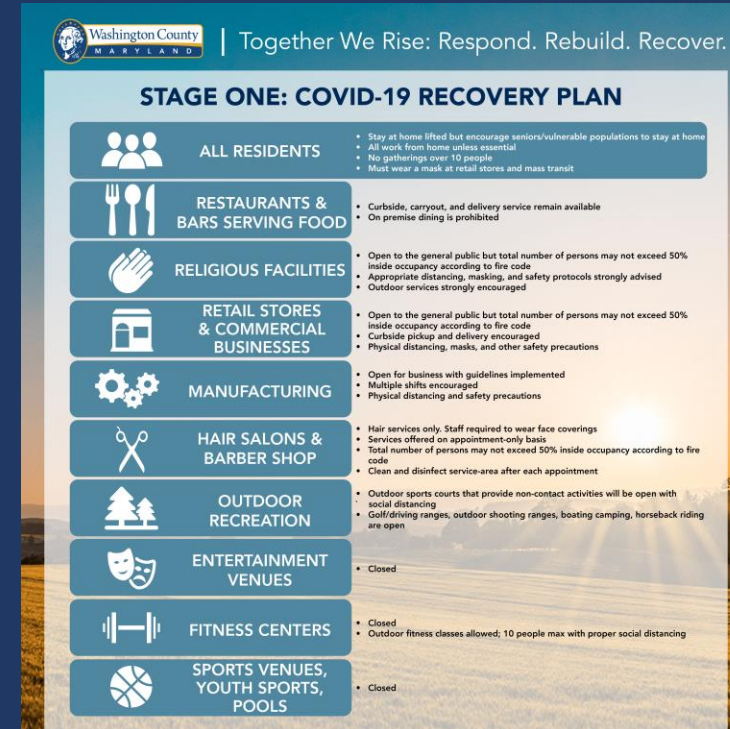
- All Questions will be taken via the chat feature anytime during the webinar. We hope to have an hour for Q&A and will be answering questions in the order submitted until our time has ended. For unanswered questions, we will be posting FAQ documents on our website.
- The slide deck and webinar recording will be made available via www.washcorises.net within 24 hours.
- This is a public webinar, so please note the press may be joining the call.

Housekeeping and Disclosures

While the information provided in the presentation is intended to be accurate, it should not be considered legal advice. Businesses should review all state and local policies and guidelines or contact their own legal and professional teams before making business decisions. Washington County Government and its affiliates and/or partner organizations cannot be held responsible for any errors or omissions.

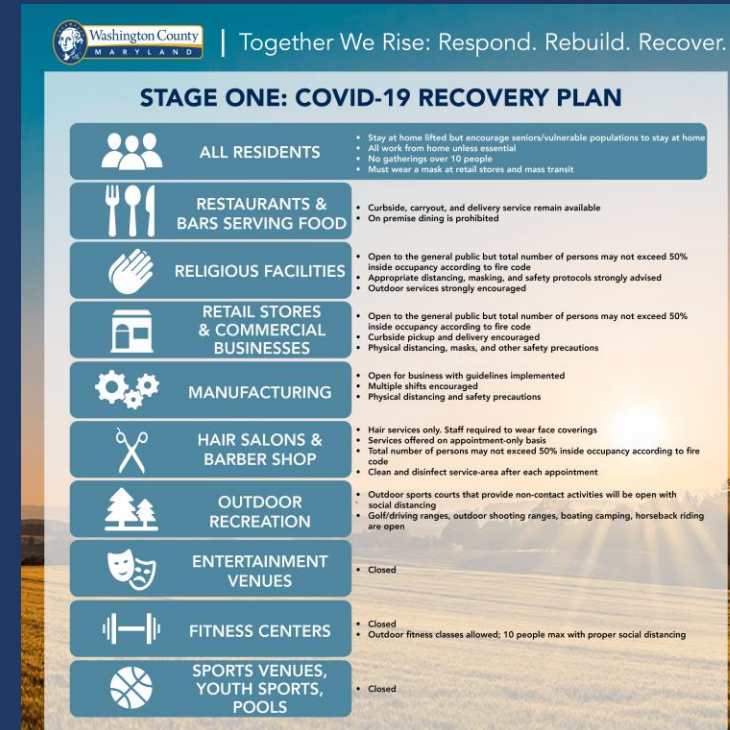
What brought us to today...

- March 5th - Governor declared a state of emergency after several Marylanders tested positive for COVID-19.
- Over the past 50 days multiple Executive Orders were issued forcing people to stay at home, shutting down all non-essential business and limiting large gatherings.
- Social distancing and restrictive measures allowed us to limit the spread of the virus and prevent a surge in new infections - preventing our hospitals from exceeding their capacity to treat patients.



What brought us to today...

- Thanks to everyone's courage, hard work, and sacrifice, we have flattened the curve, saved thousands of lives, and have put ourselves in a position to partially reopen.
- As of Friday, May 15th at 5 pm, all counties are authorized to begin Stage 1 of the State's Roadmap to Recovery at the discretion of their local elected officials.
- This does not mean we have beaten the virus and still have a long road ahead until there is a vaccine available.



What brought us to today...

- Local jurisdictions are empowered to decide the timing of Stage One openings.
- However, they can only be more restrictive – NOT more lenient than allowed by the Governor's Executive Orders. We can only implement Stage Two when the Governor approves us to do so.
- Based on our health data and our current capacity to handle projected rises in infections, Washington County is in a position to open our county to the fullest extent allowed in Stage One



Rebuilding Our Economy While While Protecting Public Health...

- Continue Social Distancing and Safe Practices
- Monitor Key Health Statistics
- Prepare Our Businesses to Reopen and Operate Safely
- Provide Businesses Resources and Financial Support
- **BUILD CONFIDENCE** in Consumers, Business Owners, and Employees to Come Back



**We Must All Take
Ownership and Do
Our Part**

Health Update



Dr. Diana Gaviria, MD, MPH

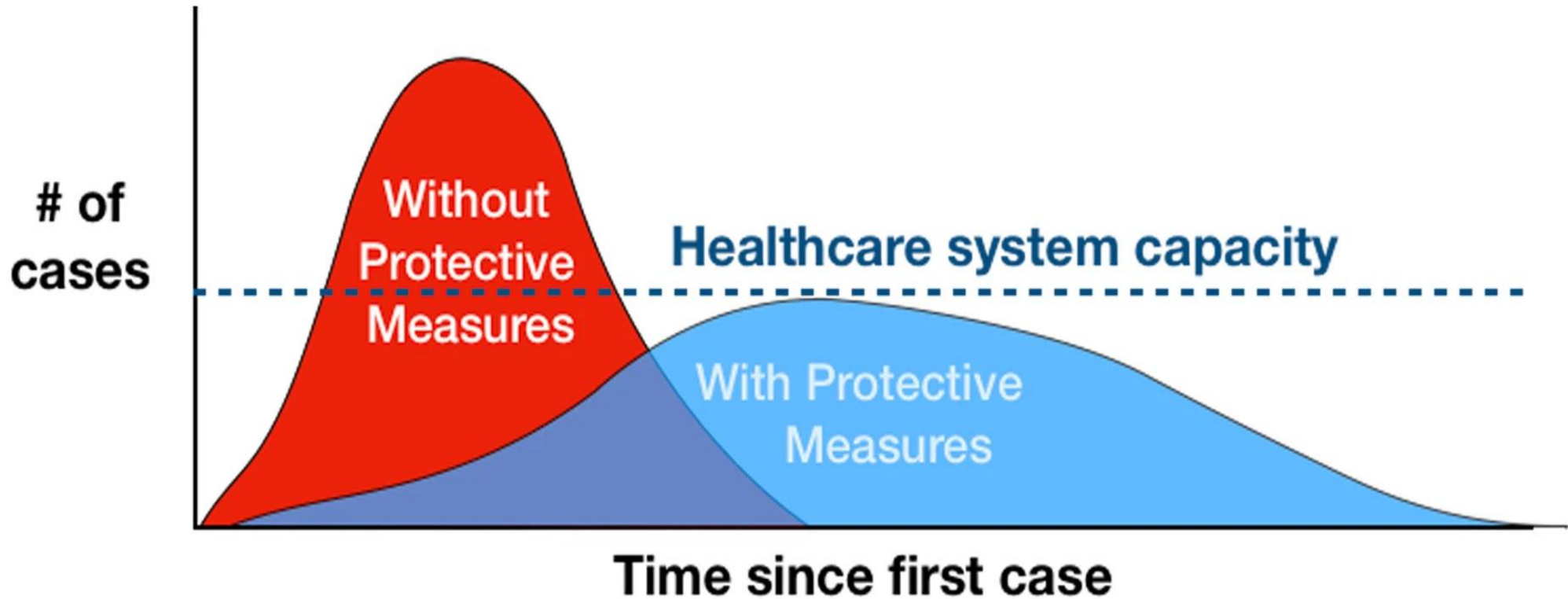
Deputy Health Officer and Medical Director Washington
County Health Department



COVID-19 in Washington County: Where are we now

- First case in Washington County was reported on March 21, 2020
- As of May 14: 306 confirmed cases, 12 deaths, 139 released from isolation
- Case rate in Maryland: 598 / 100,000 ; death rate: 31 / 100,000
- Case rate in Washington county: 203.6/ 100,000 ; death rate 7.9/ 100,000

Social Distancing has worked



Adapted from CDC / The Economist

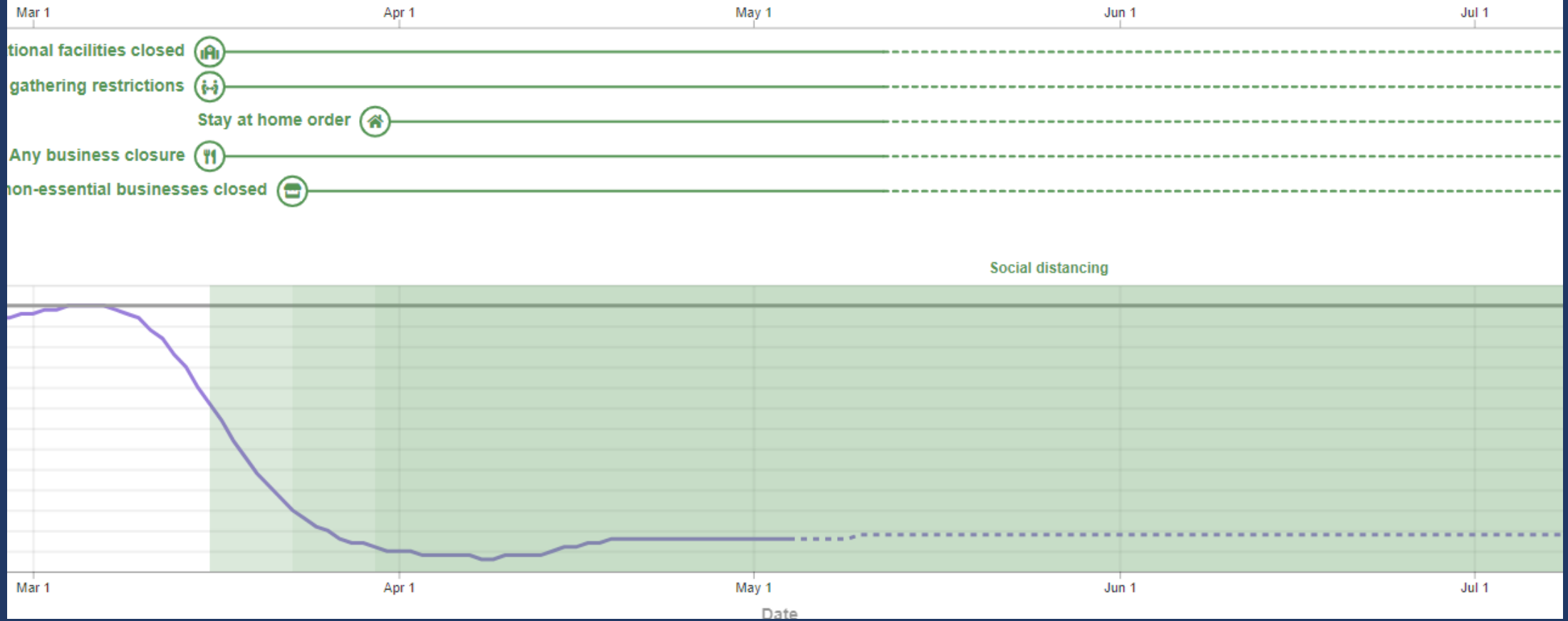
Last updated May 12, 2020 (Pacific Time).

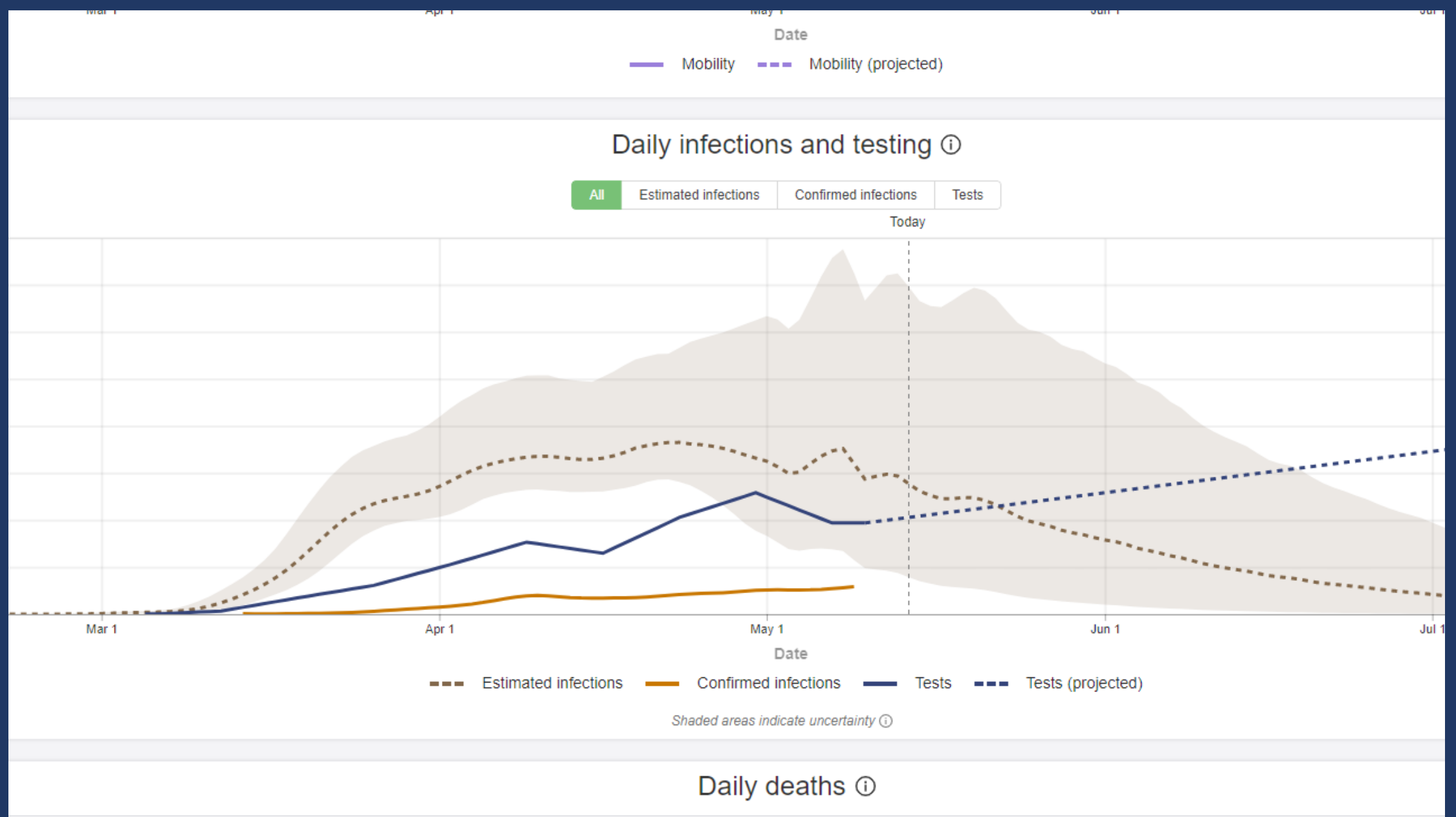
[FAQ](#) | [Update Notes](#) | [Article](#)

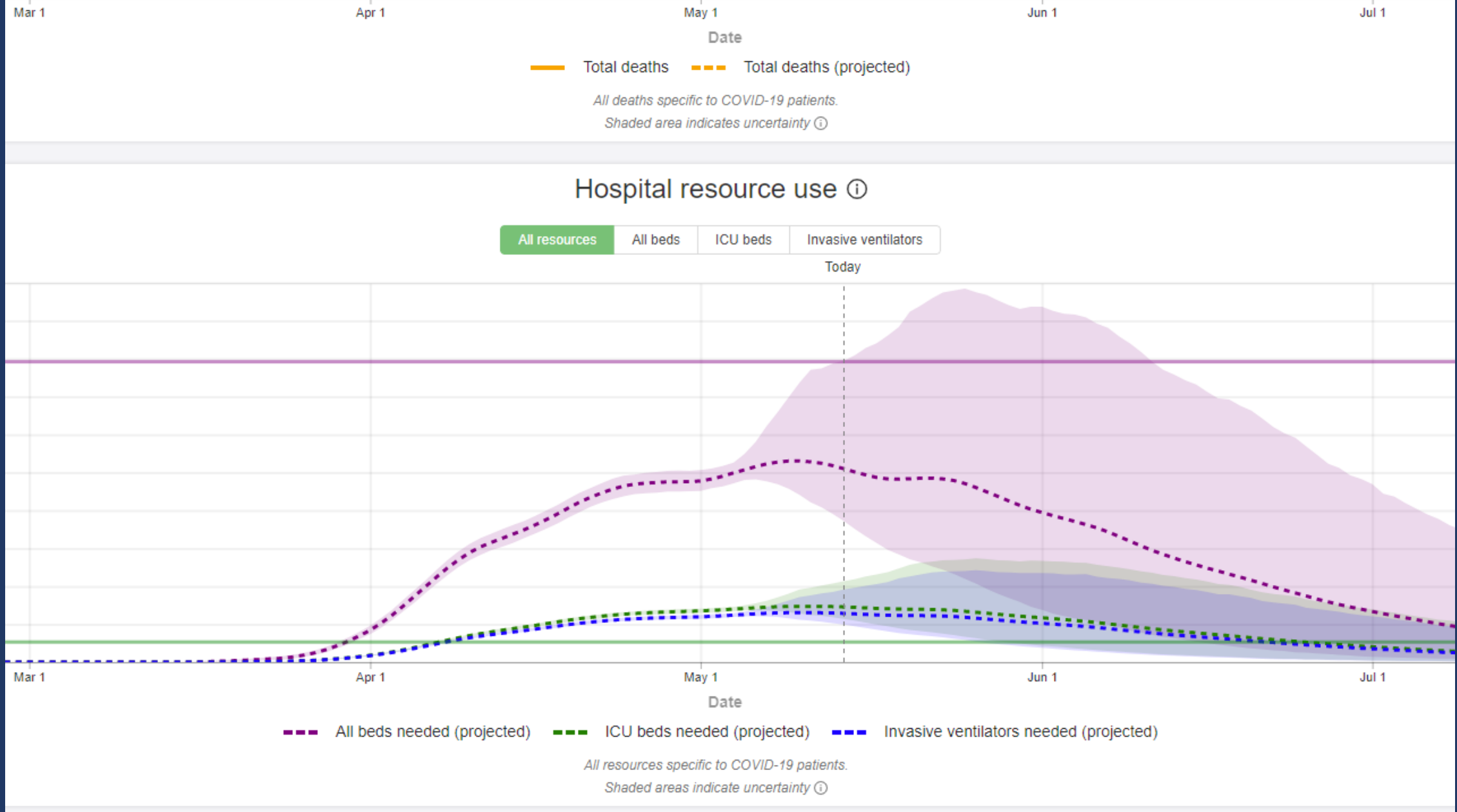
Maryland



Social distancing ⓘ







Going Forward – mindful of mitigation principles

- Teleworking when possible
- Masks/facial coverings
- Social distancing
- Hand hygiene and surface disinfection



Health Update



Dr. Maulik Joshi, CEO
Meritus Health
Maulik.joshi@meritushealth.com



Carrie Adams, CQO
Meritus Health

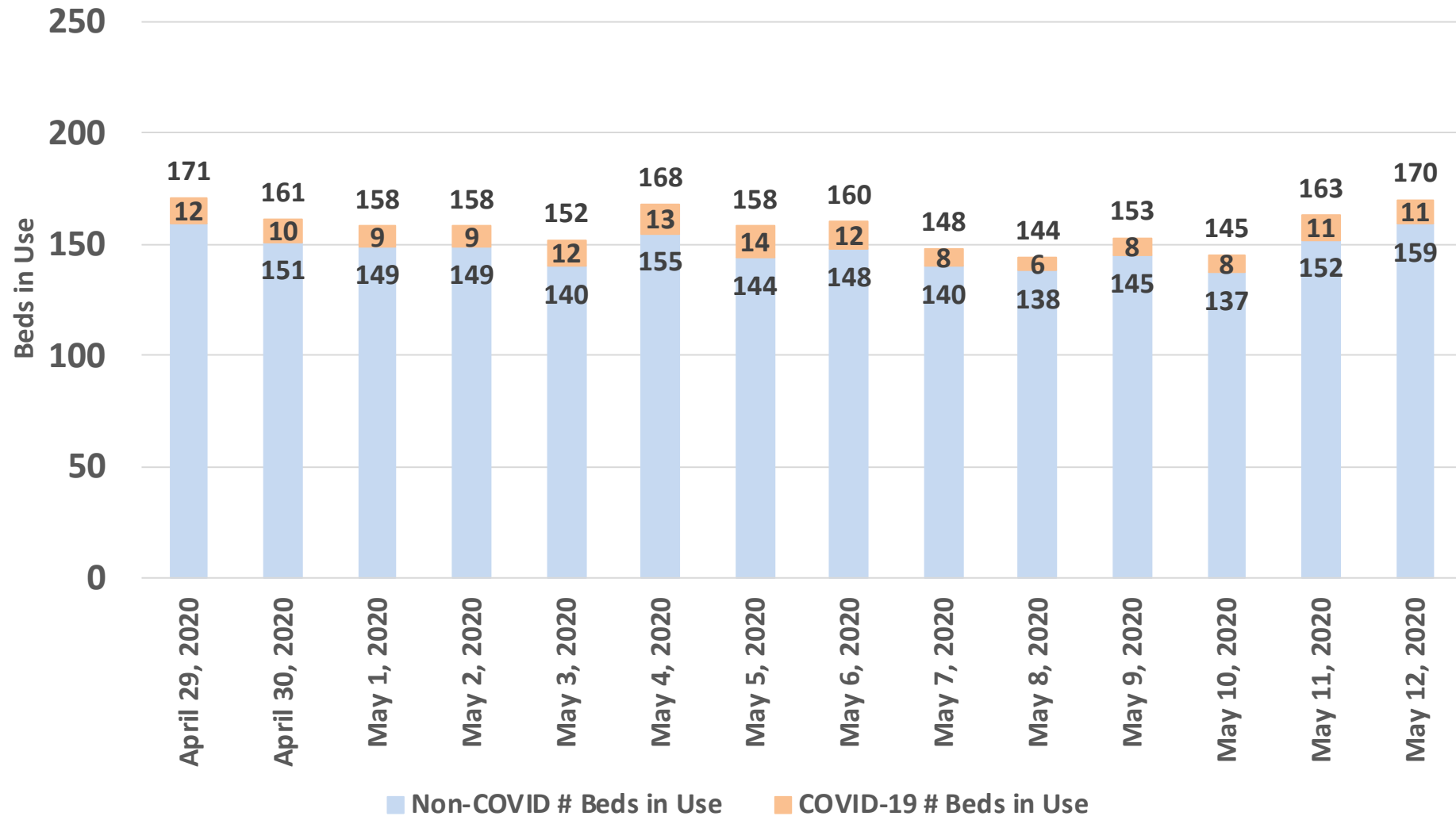


Maulik S. Joshi, Dr.P.H.
President & CEO
Maulik.joshi@meritushealth.com

COVID-19 Dashboard

Key Measure	Trigger for Heightened Focus and Next Level Action	Status As of 5/12/20 (Green / Yellow / Red)
1. COVID-19 Testing	Limited Availability	Meritus Health (MH) can test up to 350 a day and currently at less than 200 a day, plus additional VEIP site
2. PPE Availability	Less than 14 days	MH is above 14 days for all critical supplies, though less than ideal materials and need constant effort
3. Current Bed Capacity	More than 80% census for med surg and ICU	MH At 60% (<i>Graph below</i>)
4. Ventilator Capacity	80% in use	MH at 11% in use
5. New COVID-19 Admissions	2 or more admissions for 6 consecutive days	MH below trigger (<i>Graph below</i>)
6. Surge Planning	Ability to surge to meet peak with staff, providers, supplies, and beds	MH able to surge to 120 more beds and 150 COVID-19 patients, if needed. Peak has flattened over the last month.
7. Days Since Doubling of Cases	Less than 12 days	Washington county at about 15 days
8. Outbreaks	No outbreaks	Potential at Sterling – 4 admissions in last few days
9. Contact tracing capability	Capable to trace all positive residents (30 per 100,000)	Washington County Department of Health (DOH) has the capacity to do all positive residents
10. Deaths	1 or more a day for 6 consecutive days	MH is below trigger

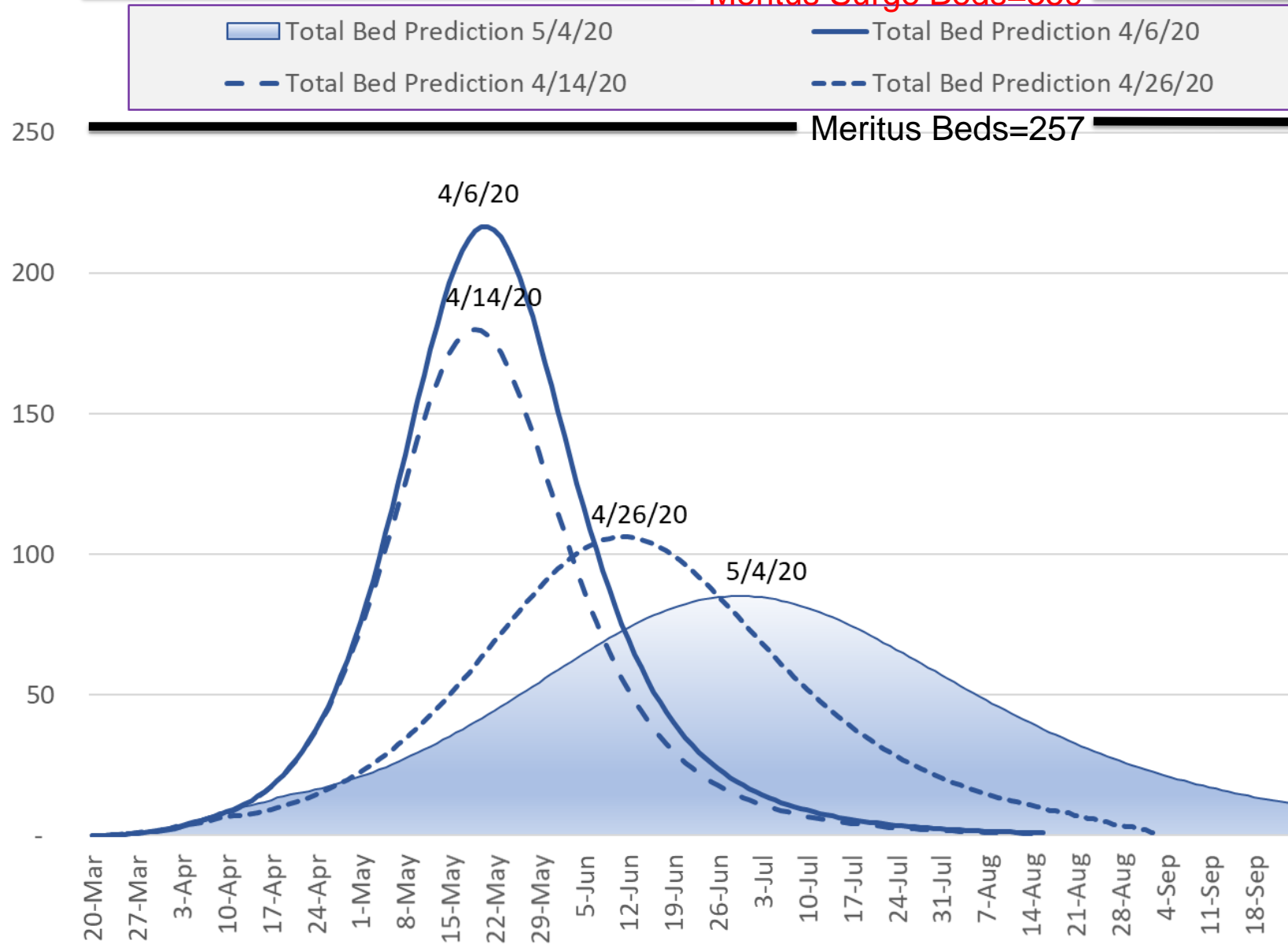
0800 Snapshot of Meritus COVID-19 Positive Inpatients in Total Daily Census



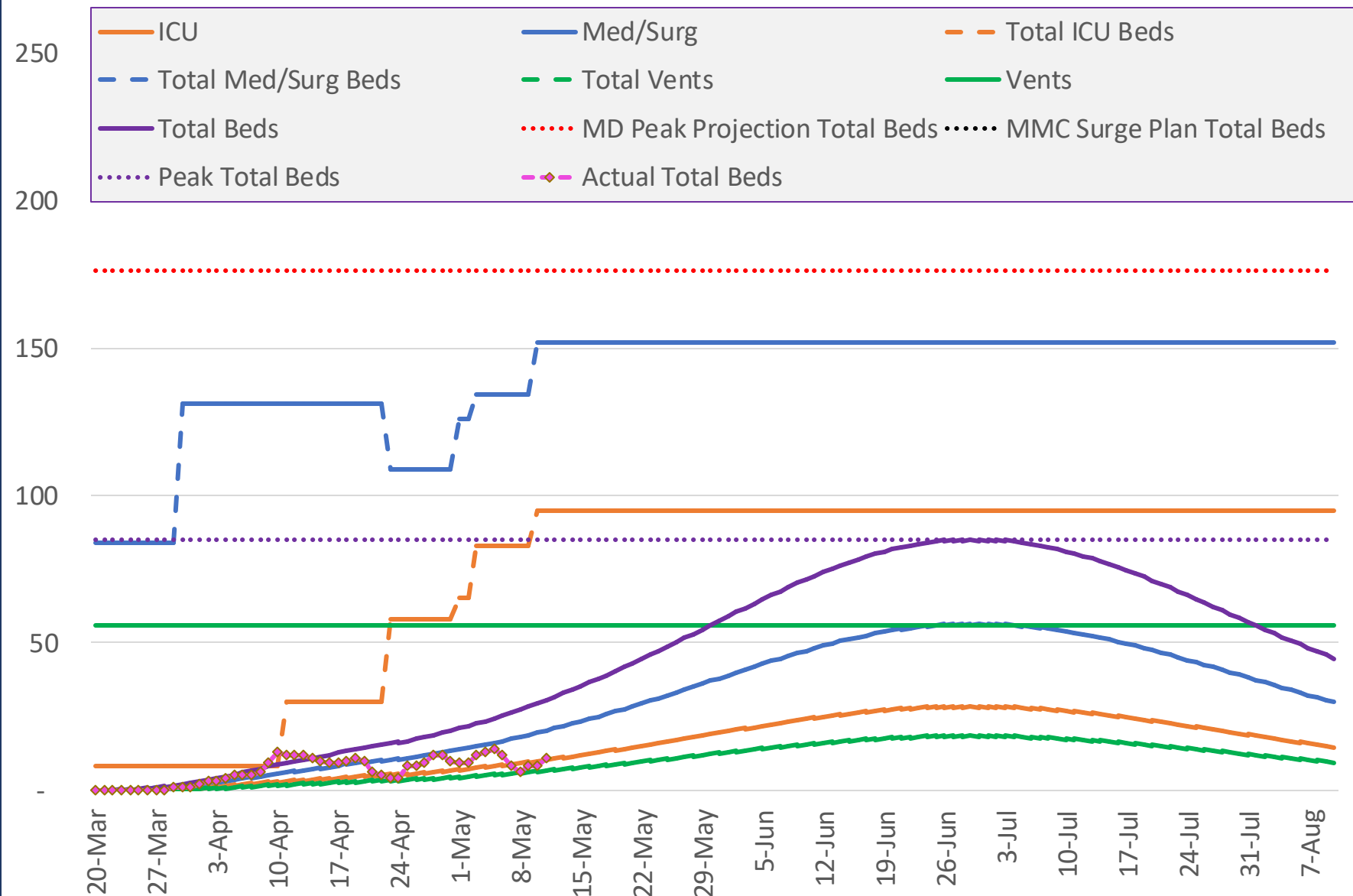
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COVID Census Predictive Models - Impact of Social Distancing

Meritus Surge Beds=359



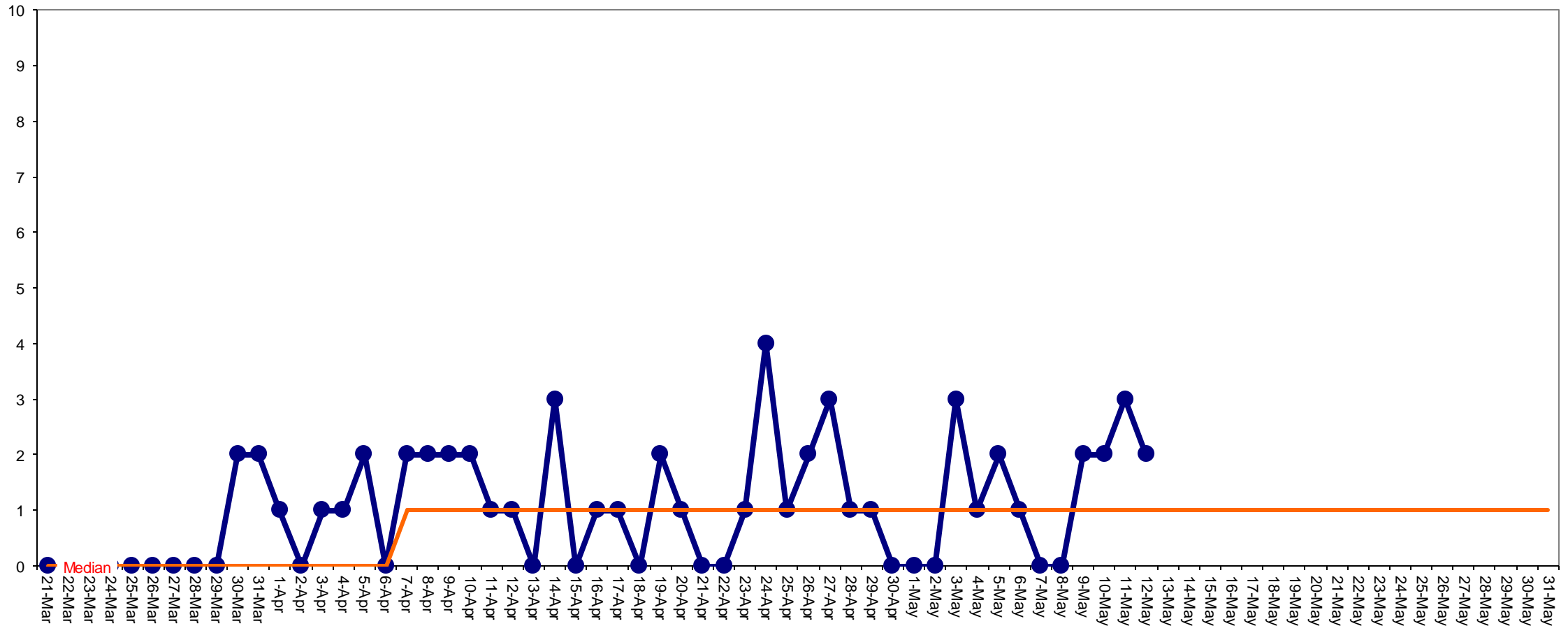
COVID Census vs. Available Beds Over Time



New COVID-19 Hospitalizations

New Hospitalizations to Meritus - COVID-19 Positive

of COVID admissions



www.WashCoRises.net – Your One-Stop-Shop For Reopening Information and Resources

- Preparedness List for reopening
- COVID –19 Business Toolkit
- COVID – 19 Business Resources
- Safety Best Practices by Industry
- FAQ's
- Webinar Recording



Coming Soon – Together We Rise Local Grant Program For Businesses

Ten Things Businesses Should Be Doing Now To Prepare To Reopen

- Start Now - Do Not Wait
- Inspect for touchpoints
- Create sanitation and operational plans
- Redesign your workspace
- Purchase PPE and Cleaning Supplies
- Train your Staff and begin communications with your customers
- Revise your business plans to withstand a slow recovery – Think Differently



Ten Things Businesses Should Be Doing Now To Be Prepared To Reopen



1. DEVELOP A CLEANING AND SANITATION PLAN

In order to protect your employees and customers, every business will need an enhanced and frequent cleaning plan based on "CDC Guidance For Cleaning and Disinfection". As part of this plan, consider designating one employee during each shift to oversee and enforce your company's cleaning and sanitation policy.



2. DEVELOP A NEW COVID-19 OPERATIONAL PLAN

Maintaining a safe environment and preventing a rise in infections as we reopen will mean doing business differently. Identify any necessary changes in your office layout or the work plans for each employee, avoid face-to-face meetings, maintain virtual meeting and work-from-home options, limit travel, perform daily wellness checks on employees. Identify customers showing signs of infection, have a plan for infected employees, consider limiting entrance points so you can monitor occupancy and customers coming in (wearing mask, signs of illness, etc.).



3. REORGANIZE YOUR WORKSPACE TO SUPPORT COVID-19 SAFETY AND DISTANCING MEASURES AND INSTALL SIGNAGE AND PROTECTIVE BARRIERS

Design the optimal layout of your business based on your new operational and sanitation plans such as sneeze guards in front of cashiers or front-line workers, barriers between workstations, floor decals to maintain distancing, hand sanitizer stations, and installation of health signage throughout the store on COVID-19 safety practices. The CDC has free materials you can download, and many local office supply chains and sign stores offer pre-made resources to buy.



4. PURCHASE YOUR PROTECTIVE GEAR (PPE) AND CLEANING SUPPLIES

Do not wait to get the PPE and cleaning supplies you need to reopen. These items continue to be in limited supply. Popular items include masks, gloves, face shields, hand sanitizers, and sanitizer wipes.



5. ADEQUATELY TRAIN ALL STAFF ON NEW OPERATIONS AND SAFETY PROCEDURES

Do not wait to train your staff until they return to work. Share your COVID-19 plans with them ahead of time. Consider hosting virtual webinars with your team, ask for their feedback, and answer any questions or concerns. Once they return to work, be sure all staff go through a formal training process and document that training for your records.



6. COMMUNICATE REGULARLY WITH YOUR EMPLOYEES

Reach out to your employees now. Keep them updated on new workplace policies and your plans for reopening. Learn about their concerns and hurdles in returning to work (childcare, health issues that make them high risk, etc.). Identify how many former employees will be returning and how many more you may need. Share your expectations for the future and how they fit into your plans.



7. COMMUNICATE WITH YOUR CUSTOMERS AND BEGIN TO MARKET YOUR BUSINESS

The businesses that will do the best are the ones that will be able to show their customers and employees that they are doing all they can to create a safe environment for them to work and shop. Let customers know about your new cleaning and sanitation policies as well as your expectations for customers to do their part to keep our community safe. Begin developing your advertising campaign. Use social media as an inexpensive way to communicate with your customers. Contact your marketing and advertising vendors and begin pricing advertising packages.



8. PREPARE FOR EMPLOYEE REHIRING AND A RETURN TO WORK

Update your H.R. Policies and job descriptions based on your new COVID-19 operational plan. Educate yourself on new federal and state guidelines for unemployment and COVID-19 family leave policies.



9. IDENTIFY YOUR MAXIMUM OCCUPANCY & NEW OCCUPANCY BASED ON SOCIAL DISTANCING GUIDANCE

Depending on the type of business, we expect future state operating guidelines for each stage of the reopening process may include partial allowable occupancy rates for various industries (i.e. -XYZ businesses must operate at 50% occupancy). Identify your maximum occupancy so you are prepared to quickly adapt to any mandated occupancy restrictions.



10. REVISE YOUR BUSINESS PLAN AROUND YOUR EXPECTATIONS FOR A COVID-19 IMPACTED WORLD

Data from other states that have reopened shows that customers are taking their time coming back. We are also expecting businesses may be restricted to partial occupancy in the early stages of the reopening process. Do not expect your business to quickly return to pre-pandemic levels. Build a new business plan around conservative estimates on cash flow, identify ways you can control expenses, identify new and creative ways to increase revenue, and plan accordingly. MID Maryland SCORE offers free business mentoring and can provide assistance if needed.

HELPFUL REOPENING RESOURCES:

www.uschamber.com/co/start/strategy/small-business-coronavirus-reopening-guide
www.osha.gov/Publications/OSHA3990.pdf
www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html
www.dli.state.md.us/finance/consumers/financialreliefguidecovid.pdf

Respond. Recover. Rebuild.

Maryland Strong: Back to Business Pledge






Maryland's business community plays a critical role in protecting our citizens and preventing another surge of COVID-19 infections. Governor Hogan is encouraging Maryland business owners to take the Maryland Strong Back to Business Pledge, and display a signed pledge in their place of business.

[Take the Pledge!](#)



Maryland's business community plays a critical role in protecting our citizens and preventing another surge of COVID-19 infections.

Because we are committed to the safety and health of our valuable employees and customers, we pledge to:

-  Create an environment that allows for physical distancing between individuals (6 feet is recommended) to the extent possible.
-  Ensure our place of business is routinely cleaned and encourage our employees to frequently wash their hands.
-  Provide flexibility to our employees, provide training and education and clearly communicate policies and procedures.
-  Reduce and disinfect as many 'high touch surfaces' as possible.
-  Additionally follow guidance provided by the CDC, the Maryland Department of Health and our own industry.

Signature

Company Name

05.13.2020

Questions & Answers

- You must use Chat Function to ask questions or leave feedback.
- We will answer as many questions as we can in the time allotted.
- We will do our best prepare FAQ documents on our website for any unanswered questions.
- Please visit www.washcorises.net for the latest information and resources.
- If we do not get to your question today, please email them to pr@washco-md.net



Thank You!

**TOGETHER
WE RISE**
Respond. Recover. Rebuild.
Washington County, MD

Together We Rise is a Collaboration Between:



Visit www.washcorises.net for more resources.