



TOGETHER WE RISE

Respond. Recover. Rebuild.
Washington County, MD

COVID-19 Back-to Business Toolkit

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TOGETHER WE RISE

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Dear Business Owner,

The purpose of this toolkit is to help business owners get the information they need in order to open, what steps should be taken to put you on the best path of success, and how to assess your business needs.

This year of COVID-19 is anything but business as usual and is truly uncharted territory for you, as well as your employees, customers, and fellow business owners.

Reopening must be balanced with careful planning and diligent follow through to help protect those that depend on you for employment and those that rely on your goods and services.

Remember, we only have one shot at opening the right way, and each business could have a profound effect on whether everyone gets shut down again.

Things to consider:

- What inventory, supplies, equipment and other items do you have or need?
- What kind of government assistance you might be able to access?
- What's the feedback from employees, customers, suppliers, and creditors/investors?
- What's your business's financial position?
- Have any of your key customers and/or suppliers been affected by the pandemic, and if so, how will this impact your business?
- What will be your sanitation and disinfection process? Assessing the health and temperature of your employees? Social distancing measures? Training your employees on the process?
- What on-line updates and notifications do you need to do?
- Do you need to change the way you do business to reach your customers?
- How will you market and advertise your reopening?

Lastly, we have provided information directly from reputable resources such as the Center for Disease Control (CDC), Maryland Department of Health, Occupational Safety and Health Administration (OSHA), and others, but please understand this guidance is an advisory and informative content. It may or may not be a standard or regulation, and it neither creates new legal obligations nor alters existing obligations.

Please be safe and smart when opening your business back up in Washington County.

TOGETHER WE RISE!

RESPOND. RECOVER. REBUILD.

State Reopening Guidelines

MARYLAND STRONG – Roadmap to Recovery

FOUR BUILDING BLOCKS

1. Procuring sufficient Personal Protective Equipment for front-line healthcare workers

- Personal Protective Equipment (PPE) are the surgical masks, N95 (and KN95) masks, gloves, gowns and face shields used by hospitals, first responders, long-term care facilities, and other front-line personnel to protect them from exposure to the virus.

2. Generating hospital surge capacity

- Surge capacity relates to the number of acute and critical care beds available within the hospital system in the event that mitigation and containment efforts are unsuccessful. These are beds in addition to the ones that already exist within our hospital system and can be used to treat COVID+ patients or provide adequate isolation during recuperation. This capacity also looks at the number and quality of ventilators and breathing-assistance devices across the State's healthcare system.
- On March 16, the Governor directed the Maryland Health Department (MDH) to increase statewide surge capacity by 6,000 beds. In just over a month, MDH, in partnership with local hospitals, brought thousands of new beds online. This increase included 22 new sites around the State, notably at the Baltimore Convention Center and standing up Laurel Hospital. The State is on-track to bring all 6,000 surge beds online.

3. Having adequate testing capacity

- The State of Maryland, in partnership with the Republic of Korea, secured 500,000 test kits from LabGenomics.
- Securing 40,000 additional tests from domestic vendors
- Increased testing capacity
- Establishment of drive-through testing sites at vehicle emissions centers

4. A Robust contact tracing program

- Deployment of hundreds of contact tracers around the State.
- Secured contract with the National Opinion Research Center to increase the number of contact tracers working in the State of Maryland to 1,000
- Creation of COVID Link, which will assist in the monitoring and collecting of information about COVID-19 patients and any community transmission

State Reopening Guidelines

The Maryland Strong Roadmap to Recovery is divided into three stages:

1. STAGE ONE (LOW RISK)

This is the first stage of the recovery, and involves business, community, religious, and quality of life improvements. Examples of changes that could be implemented in this stage:

- a. Small shops and certain small businesses
- b. Curbside pickup and drop-off for businesses
- c. Elective medical and dental procedures at ambulatory, outpatient, and medical offices
- d. Limited attendance outdoor religious gatherings
- e. Recreational boating, fishing, golf, tennis, hiking, and hunting
- f. Car washes
- g. Limited outdoor gym and fitness classes
- h. Outdoor work with appropriate distancing measures
- i. Some personal services

"Stop Signs" requiring the easing to slow, stop, or even be reversed:

- a. An unexpected increase in hospitalizations or a sustained increase in cases requiring intensive care.
- b. Indications that Marylanders are disregarding physical distancing guidelines. If people can maintain physical distancing for this period while we ramp-up testing and contact tracing, we have a much higher chance to open without a spike in cases.
- c. Significant outbreaks of community transmission (not clusters or outbreaks in particular nursing homes or vulnerable communities) where contact tracing cannot establish the route of the spread. A sustained increase in cases over a period of five or more days may require the re-imposition of some prior restrictions.

2. STAGE TWO (MEDIUM RISK)

This will likely be a longer stage of the initial recovery, but will also be the stage when a large number of businesses and activities come back online. Any businesses that reopen during this period will need to comply with strict physical distancing and appropriate masking requirements. The stage includes numerous steps over many weeks towards recovery. Within this Stage, there will be sub-phases with capacity restrictions, again set by the gating protocols. Examples of changes that could be implemented in this stage:

- a. Raising the cap on social gatherings
- b. Indoor gyms and fitness classes
- c. Childcare centers
- d. Transit schedules begin returning to normal
- e. Indoor religious gatherings
- f. Restaurants and bars with restrictions
- g. Elective and outpatient procedures at hospitals

3. STAGE THREE (HIGH RISK)

These are the more ambitious and long-term goals. There is no realistic timeline yet from any of the scientific experts for achieving this level, as this requires either a widely available and FDA-approved vaccine or safe and effective therapeutics that can rescue patients with significant disease or prevent serious illness in those most at risk to reach a full return to normal conditions. Commerce Industry Recovery Advisory Groups will submit "Safe Reopen Plans" for each sector of the economy designated as high risk for COVID spread. Like with the medium risk stage, the high risk stage will also have sub-phases with capacity restrictions/gating. Examples of changes that could be implemented in this stage:

- a. Larger social gatherings
- b. High-capacity bars and restaurants
- c. Lessened restrictions on visits to nursing homes and hospitals
- d. Entertainment venues
- e. Larger religious gatherings

Get Prepared - Update Policies

HR Policies (Excerpts from the CDC website)

Review human resources policies to make sure that policies and practices are consistent with public health recommendations and are consistent with existing state and federal workplace laws.

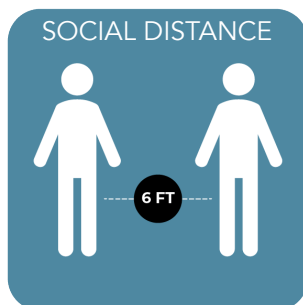
SICK LEAVE

- Ensure that sick leave policies are flexible and consistent with public health guidance and that employees are aware of and understand these policies.
- Maintain flexible policies that permit employees to stay home to care for a sick family member or take care of children due to school and childcare closures.
- Additional flexibilities might include giving advances on future sick leave and allowing employees to donate sick leave to each other.
- Employers that do not currently offer sick leave to some or all of their employees may want to draft non-punitive "emergency sick leave" policies.
- Employees who have symptoms (i.e., fever, cough, or shortness of breath) should notify their supervisor and stay home.
- Sick employees should follow CDC-recommended steps. Employees should not return to work until the criteria to discontinue home isolation are met, in consultation with healthcare providers and state and local health departments.
- Employers should not require a positive COVID-19 test result or a healthcare provider's note for employees who are sick to validate their illness, qualify for sick leave, or to return to work.
- Healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely manner.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.

PHYSICAL DISTANCING POLICIES

- Discourage workers from using other workers' phones, desks, offices, cashier stations or other work tools and equipment, when possible. If necessary, clean and disinfect them before and after use.
- Physical distancing should be implemented if recommended by state and local health authorities. Think about what this means for breakrooms, cafeterias, shift meetings, group tasks, client meetings, etc.
- Review your policies or create new ones for telecommuting from home, flexible work hours, staggering shifts, meeting requirements, and travel options where applicable.

CORONAVIRUS PREVENTION



Planning A Safe Reopening

A Reopening Plan should be posted in your business and here's the best practices we recommend to protect your business from liability as well as keeping your customers and employees safe:



WEARING FACE MASKS AND PROPER USAGE. (REQUIRED) The Governor has mandated that essential businesses wear face masks during all 3 phases of COVID restrictions when working with the public until the executive order expires or is rescinded.



TAKING EMPLOYEE BODY TEMPS. (RECOMMENDED, NOT REQUIRED) We recommend Employees take their temperature before going onto their shift area. A temp of 99°F should be monitored every 1-2 hours, if it goes to 100+, then they must immediately isolate themselves and watch for symptoms. (CDC considers 100.4°F a fever). Touchless Infrared Forehead Thermometers are recommended. If you cannot get access to a touchless thermometer, then any other body thermometers must be carefully sanitized before usage, using approved disinfection products and procedures.



SYMPTOM MONITORING. Ask employees to report if they feel sick or have any of the following symptoms (may appear 2-14 days after exposure): Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell.



DISINFECTING PLAN. Disinfecting solutions should be at every public interaction area and employee work area and a plan should be made as to how often areas are cleaned and disinfected, including restrooms, cashier stations, POS stations, credit card readers, doorknobs, handrails, public areas, employee areas, company vehicles, offices, workstations, phones, keyboards, phones, staplers, shopping carts/baskets, etc. Either assign an employee to regularly disinfect or provide wipes at the entrance for customers to do it themselves.



CUSTOMER CONTACT RECOMMENDATIONS:

- Sanitize hands after physical interaction with a customer or any monetary exchange.
- Sanitize any areas that a customer has touched at a service counter before interacting with the next customer.
- Temporarily close public restrooms and/or dressing rooms (as possible by business type/code)



DISINFECTING SOLUTIONS:

- All cleaning products and chemicals must be properly labeled and employees trained to meet OSHA Hazard Communication rules
- Alcohol solutions with at least 70% isopropyl alcohol may also be used
- Any commercial disinfecting product labeled to kill coronavirus can be used
- Read labels carefully and research before mixing chemicals.



PHYSICAL DISTANCING PLAN.

- (Recommended) All desks, customer service areas and seating, individual work stations, or work areas need to be separated by at least six feet.
- (Recommended) Markings have been placed at least six feet apart at customer line areas inside the store and/or on sidewalks to public entrances. Aisles are marked with 1-way directional notices.
- (Recommended) Order areas are separated from Pick up areas to prevent customers from gathering.
- (Recommended) Implement or maintain physical barriers for high-contact settings (e.g. see-through shields at cashier stations).



CROWD CONTROL. Plan on how you will monitor the number of customers on-site and how you will be notifying arrivals when the maximum allowed has been reached, along with what steps they should do to wait. The maximum number will be based on which reopening phase the county is in and cannot exceed your business maximum occupancy given physical distancing measures (think about if everyone was standing 6-feet apart, how many customers could there possibly be?). (Stay tuned for County exemption request update to state).



EMPLOYEE TRAINING & TEST RUNS. (RECOMMENDED) Make sure all employees understand the plan, how to wear their face mask, what symptoms they should be monitoring themselves for, the sanitation schedule, and crowd control. Make sure to test run the sanitation plan, and add new areas as needed.

Planning A Safe Reopening

GUIDANCE FOR CLEANING & DISINFECTING

**PUBLIC SPACES, WORKPLACES, BUSINESSES,
SCHOOLS, AND HOMES**



SCAN HERE
FOR MORE
INFORMATION

MAKING YOUR PLAN TO CLEAN AND DISINFECT

Cleaning with soap and water removes germs, dirt, and impurities from surfaces. It lowers the risk of spreading infection.

Disinfecting kills germs on surfaces. By killing germs on a surface after cleaning, it can further lower the risk of spreading infection.



Is the area indoors?

YES

It is an indoor area.

NO

Maintain existing cleaning practices.

Coronaviruses naturally die in hours to days in typical indoor and outdoor environments. Viruses are killed more quickly by warmer temperatures and sunlight.

Has the area been occupied within the last 7 days?

YES

Yes, the area has been occupied within the last 7 days.

NO

The area has been unoccupied within the last 7 days.

The area will need only routine cleaning.



Is it a frequently touched surface or object?

YES

Yes, it is a frequently touched surface or object.

NO

Thoroughly clean these materials.

Consider setting a schedule for routine cleaning and disinfection, as appropriate.



What type of material is the surface or object?

**Hard and non-porous materials
like glass, metal, or plastic.**

Visibly dirty surfaces should be cleaned prior to disinfection.

Consult EPA's list of disinfectants for use against COVID-19, specifically for use on hard, non-porous surfaces and for your specific application need. More frequent cleaning and disinfection is necessary to reduce exposure.

**Soft and porous materials like carpet,
rugs, or material in seating areas.**

Thoroughly clean or launder materials.

Consider removing soft and porous materials in high traffic areas. Disinfect materials if appropriate products are available.



For more information, please visit **CORONAVIRUS.GOV**



Planning A Safe Reopening

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.

Sample Reopening Plan

SAMPLE BUSINESS REOPENING PLAN – NOT A REAL BUSINESS – NOT GUIDELINES

EMPLOYEE SAFETY

- Employees are required to wear a face mask. The business will work on behalf of employees to obtain reusable face masks should they not be able to get their own. We will train every employee on proper usage and sanitation of their face masks and display posters on recommended procedures.
- Employees will wash hands when first entering the building, prior to taking their temperature.
- Taking Employee Body Temps. After washing their hands, employees will take their temperature and record it on a tracking sheet, sanitizing before and after use with alcohol. Any employees having temperatures of 100°F or higher will be sent home and instructed to isolate themselves and watch for symptoms.
- Symptom Monitoring. Employees will be asked to call in prior to their shift if they have any of the following symptoms: Fever, Cough, Shortness of breath or difficulty breathing, Chills / Repeated shaking with chills, Muscle pain, Headache, Sore throat, New loss of taste or smell. Employees exhibiting any of these symptoms will be asked to remain home, isolate and monitor their symptoms.

BUSINESS DISINFECTING PLAN

- Sanitizing Solutions. A bleach disinfection solution containing 5T of bleach per gallon, and an 70% alcohol disinfecting solution set will be at the check out counter and the customer assistance counter, as well as in the back office and restrooms. The bleach solution is meant to be sprayed on counter tops and other non-porous areas, and the alcohol solution is meant for hand sanitizing and areas where bleach is not recommended. Employees will be trained on proper usage of each.
- Employee cleaning plan
 - Bathroom. Employees will be sanitizing the bathroom toilet handles, door knobs, faucets, and soap dispensers every hour, or when any employee uses the bathroom. A logbook will be kept in each bathroom and reminders set at each hour.
 - Office. Before we sit down in the office, we will sanitize keyboards, computer mouse, and desk area.
 - Public areas. Employees will be sanitizing entrance, any other door knobs, and any display case handles.
 - Customer Contact. Employees will sanitize their hands with alcohol after physical interaction with a customer or any monetary exchange, along with any areas that a customer has touched at a service counter before interacting with the next customer.

PHYSICAL DISTANCING PLAN

- There is only 1 office, 1 break room, & 1 check out counter and right now all are more than 6 feet apart.
- Markings have been installed on the floor every 6 feet at the check out counter.
- We have put up a see-through barrier at the check out counter.
- Employees and delivery people have been instructed to maintain their physical distance between each other. There is a plan to alternate breaks and lunch periods.

CROWD CONTROL

- Normally, our maximum occupancy is 50. Our public space is 900 square feet, so the maximum number when taking in physical distancing guidelines is 25. Realistically, even though it's an open space, people don't congregate that way, so based on typical usage we have amended the maximum to 15 people.
- In phase 1, we will only allow a maximum of 10 people at any one time, and will increase to 15 at phase 2, which we will hold until all restrictions are lifted or changed.
- There will be a sign placed on the front entrance stopping customers from entering when the maximum is reached. Employees will keep a count of people and activate the sign when at capacity.

COMMUNICATION AND MARKETING

- We have loaded this plan onto our website and Facebook pages, and will be doing a post to customers letting them know when we are open. We have updated our hours of operations on all platforms and notified suppliers we are back in business. An email will be sent to our existing customers letting them know opening details.

COVID-19 WAIVER – PERSONAL SERVICES

For businesses that offer personal services to customers that require physical contact.

Business: _____

Client Name: _____ Phone: _____

Do you have any of the following symptoms?

- Fever
- Dry Cough
- Body Aches
- Headaches
- Sore Throat
- Runny Nose
- Tiredness
- Shortness of Breath
- None of the Above

Have you been in contact with anyone who has a confirmed case of COVID-19 in the past 14 days? YES or NO

If you're a healthcare provider and the answer is YES, was this exposure without proper personal protective equipment (PPE)? YES or NO or NOT APPLICABLE

Have you been out of the country in the past 14 days? YES or NO

RELEASE OF LIABILITY WAIVER

State of Maryland

I hereby agree that _____ has a proper sanitation and disinfection plan in place and is not responsible for any accidental transmission of COVID-19 that could occur by being in their business or within close proximity of each other. I also agree that if I become symptomatic within 14 days of my visit, I will notify the business immediately.

Signature: _____

Today's Date: _____

[illegible]

YOUR ONLINE CHECKUP

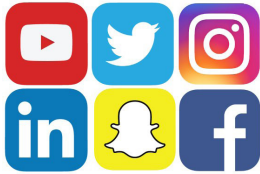
HELP YOUR CUSTOMERS DO BUSINESS WITH YOU

GOOGLE



Google your business and make sure the sites listed on your front page results contain your current information such as: hours of operation, special instructions for customers, etc. This is the first page your customers will see when they Google information about you - make sure it is correct.

SOCIAL



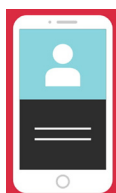
Update your business hours on your "about" page. Create a post that includes your current hours of operation, procedures on shopping, and sanitation process if applicable. Your customers will know what to expect before they arrive. Pin this post to the top of your page.

EMAIL



If you have an email list, use MailChimp, Constant Contact or direct email (blind copy all addresses) to **welcome your customers back** and include new processes and/or procedures for your establishment. This is a great time to give your email subscribers an exclusive, members only discount or coupon to bring them back in.

CALL



Nothing beats a personal call and talking directly with your customers and clients. Spend some time each day to call customers and **let them know that you're back in business**. This will also be a perfect time to answer questions from your customers.

ONLINE CHECKUP OTHER IDEAS






Contest

Run a social media contest for a prize to reengage customers with your brand.

Check your social media handles for contest guidelines.

GO LIVE!



Broadcast "LIVE" on social media platforms to give customers a virtual tour around your business, showcasing any physical distancing you've put in place and safety precautions.

Improve your

ONLINE PRESENCE

This is the perfect time to start working on your online business presence. The ability to do business online gives you the flexibility to more easily pivot during a crisis. If you don't have a merchant website set up yet, consider working on this now so you are able to sell your merchandise or services online.



OTHER HELPFUL RESOURCES

HELPFUL LINKS & INFORMATION

Maryland Business Express: businessexpress.maryland.gov

Maryland Department of Commerce: <https://commerce.maryland.gov/>

Maryland Department of Labor: <https://www.dllr.state.md.us/>

US Chamber of Commerce: <https://www.uschamber.com/coronavirus>

OSHA Guide: <https://www.osha.gov/Publications/OSHA3990.pdf>

Families First Coronavirus Act: <https://www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave>

CDC Business Resources: <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/business-es-employers.html>

Filing Unemployment: <https://beacon.labor.maryland.gov/claimant/>

SBA (Small Business Association) – EIDL & PPP Loans: <https://www.sba.gov>

Washington County Department of Business Development: <https://www.washco-md.net/business-development/covid19-resources/>

Washington County Chamber of Commerce: <http://www.hagerstown.org/>



BEST PRACTICES FOR THE RETAIL INDUSTRY:

- Full cleaning and sanitizing before reopening.
- Purchase cleaning supplies, face masks and gloves.
- Clean and disinfect high-touch areas routinely, particularly in spaces that are accessible to staff, customers, and suppliers including: restrooms, fitting rooms, doors, PIN pads, and common areas.
- Ensure operating hours allow downtime between shifts for thorough cleaning.
- Provide sanitation materials, such as sanitizing wipes, to employees to clean handhelds/wearables, scanners, radios, or other work tools and equipment before/after use.
- Ensure cleaning procedures following a known or potential exposure in a facility comply with CDC recommendations.
- Have deep cleaning response plan in place, in the event of an associate(s) testing positive.
- Follow CDC guidance related to returned merchandise before returning items to the sales floor.
- Allow retailers to suspend or extend the time period for customers to return items, consider providing free returns by mail or to an alternate location.
- Establish clear entrances, exits, and flow of traffic.

EMPLOYEES:

- Screening questions to confirm the employee is not suffering from any illness or has been exposed to anyone that has been diagnosed with COVID-19.
- Wear face masks if they are required by law or if an employee chooses to wear them on their own.
- Provide face coverings as needed for all employees if required by law to wear one.
- Hand sanitizer is available at all times.
- Required hand washing.
- Gloves if they are required by law.
- Plexiglas guard at counter.
- Continual cleaning of all non-porous counters, doors, handles, etc. throughout the day.
- Ensure employees stay 6 feet apart whenever practical.
- Adjust seating in break rooms, cafeterias, and other common areas to reflect social distancing practices.
- Prohibit gatherings or meetings of employees of 10 or more during working hours.
- Permit employees to take breaks and lunch outside, in their office or personal workspace, or in such other areas where proper social distancing is attainable.
- Restrict interaction between employees and outside visitors or truck drivers.
- Implement touchless receiving practices if possible.
- Adjust training/on boarding practices to limit number of people involved and allow for 6 foot spacing; use virtual/video/audio training when possible.
- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment.
- Prohibit handshaking and other unnecessary person-to-person contact in the workplace.

CUSTOMERS:

- Curbside pick-up.
- Wear face masks if required by state law.
- For older POS system that requires a signed credit card slip, provide clean pen for each customer. Wipe all pens with sanitizing wipe after each use.
- Wipe down POS system after each use by customer.
- Hand sanitizer available for customers.
- Hand sanitizing wipes available to wipe down cart and basket handles.
- Limiting number of customers in store/shop based on social distancing guidelines.
- Retail store occupancy limits will be informed by each state's demographics public health experience, and social distancing policy. To support smaller retail businesses, who may lack staff necessary to closely monitor customer flow, we recommend reducing store occupancy.
- Alternatively, thresholds of no more than 5 customers per 1,000 square feet of total store square footage excluding employees, may also be appropriate.
- Place conspicuous signage at entrances and throughout the store alerting staff and customers to the required occupancy limits, six feet of physical distance, and policy on face covering.
- Minors should be accompanied by an adult at all times.
- Establish hours of operation, wherever possible, that permit access solely to high-risk individuals, as defined by the CDC.
- Demarcate six feet of spacing in check-out lines to demonstrate appropriate spacing for social distancing.
- Ensure six feet of distance between customers and cashiers and baggers, except at the moment of payment and/or exchange of goods.
- Arrange for contact-less pay options, pickup, and/or delivery of goods wherever practical.

BEST PRACTICES FOR THE LODGING INDUSTRY:

- Full cleaning and sanitizing before reopening.
- Purchase cleaning supplies, face masks and gloves.
- In addition to customary cleanliness standards, ensure all high touch areas are appropriately disinfected - light switches, door handles, TV remotes, clocks, thermostats, counter tops, and bathroom fixtures.
- Remove in-room washable glassware and replace with disposable cups. In vacations rentals, all cups, glasses, dishes and silverware must be run through dishwasher upon checkout of each guest.
- Remove extraneous paper literature used by multiple guests.
- Launder comforters/duvet covers/coverlets between each new arrival.
- Explore Use of electrostatic disinfection sprayers.
- Sanitize lobby areas, restrooms, guest entrances, fitness centers, and elevators more frequently.
- Limit the number of individuals in meeting rooms, fitness centers, and public gathering areas to maintain appropriate social distancing and in accordance with any government order.
- Increase placement of touchless hand sanitizing stations.
- Pool furniture arranged in small groupings 6' apart.
- Remove all magazines, newspapers and promotional pamphlets from all common areas.

EMPLOYEES:

- Screening questions to confirm the employee is not suffering from any illness or has been exposed to anyone that has been diagnosed with COVID-19.
- Wear face masks if required by law or if employee chooses to wear one.
- Provide face coverings as needed for all employees if required by law to wear one.
- Gloves for appropriate positions.
- Prohibit employees from coming to work if feeling ill, have a temperature or have had contact with an individual that has tested positive for COVID-19.
- Plexiglas at counter/registration desk.
- Hand sanitizer is available for use at all times.
- Required hand washing.
- Continual cleaning of all non-porous counters, doors, handles, etc. through out the day.
- Educate on symptoms of COVID-19 and related illness policies, emphasizing the need for symptomatic/exposed employees to report circumstances and self-quarantine.
- Enhanced training on Personal Protective Equipment (PPE) and Safety Data Sheets (SDS) to ensure all employees can safely use provided supplies effectively. Explain differences between cleaning and sanitizing.
- Review back of the house areas (ex. employee breaks rooms, gathering spots, employee entrances, etc.) to ensure social distancing and appropriate cleanliness can be maintained.
- Disinfect workspace prior to a different employee/shift taking over. (Applicable to front desk, laundry room, reservations center, shared offices, and housekeeping carts/closets).
- Disinfect key cards, pens, credit card machines, front desk counter, and bell carts after guest use.
- During periods of low to medium occupancy, guest rooms should be spread out as much as possible.
- Ensure employees stay 6 feet apart whenever practical.
- Adjust seating in break rooms and common areas to reflect social distancing practices.
- Prohibit gatherings or meetings of employees of 10 or more during working hours.
- Permit employees to take breaks outside, in the cafeteria, or in such other areas where proper social distancing is attainable.
- Restrict interaction between employees and truck drivers, deliveries, contractors, etc.
- Implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow for 6 foot spacing; use virtual/video/audio training when possible.
- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment.
- Prohibit handshaking and other unnecessary person-to-person contact in the workplace.
- Recommend against bellman service, however if needed, hotel personnel should not travel to the guest room with the guest, but deliver their luggage either before or after guests arrive to their room.
- Assembly/line areas at the front desk should have clear markings on the floor to indicate proper spacing distances from other guests .
- Arrival packets should be assembled in advance with the proper protections. This will avoid handing any more items than necessary across the front desk.

CUSTOMERS:

- Contact less payment.
- For older POS system that requires a signed credit card slip, provide clean pen for each customer. Wipe all pens with sanitizing wipe after each use.
- Contact free check-in.
- Keyless entry.
- Wipe down POS system after each use by customer.
- Hand sanitizer available in all common areas.
- Assure guests their room has been appropriately disinfected and inspected prior to their arrival.
- Ask guests staying two or more nights if they wish to have daily housekeeping service or prefer no employees enter their room during their stay unless required due to emergency.
- Implement "light touch" stay over service to limit time in guest rooms.
- In vacation rentals, guests are advised to wash all cups, glasses, dishes, silverware and cookware in warm soapy water or dishwasher before and after use.
- Minors should be accompanied by an adult at all times.
- Due to the proximity necessary in guest elevators, ask that guests wear face masks or face protection while riding the elevators for both their safety and the safety of others.
- Post signs in the lobby to remind guests of social distancing measures.

BEST PRACTICES BY INDUSTRY SECTOR Restaurants & Bars

BEST PRACTICES FOR THE RESTAURANT & BAR INDUSTRY:

- During Stage 1, restaurants and bars will remain closed, curbside pickup and takeout are encouraged. Outside dining is not allowed during Stage 1.
- Full cleaning and sanitizing before reopening.
- Purchase cleaning supplies, face masks and gloves.
- Signage displayed that facility has been cleaned and sanitized.
- Require frequent sanitation of high-touch areas like restrooms, doors, PIN pads, and common areas.
- Plexiglas at counter & bar.
- Removing chairs and tables to space all tables 6 feet apart.
- Removing/eliminating seats at the bar to provide social distancing.
- Remove soup/salad bar.
- Eliminate buffets until a time that it is safe for them to be reinstated.
- Remove napkin holders and plastic menus from tables.
- Remove all condiment dispensers and provide individual packaged condiments.
- Recyclable cups for fountain drinks.
- Elimination of self-service fountain drink machines until the time when it is safe to reinstate.
- Ensure operating hours allow downtime between shifts for thorough cleaning.
- Provide sanitation materials, such as sanitizing wipes, to employees to clean handhelds/wearables, scanners, radios, or other work tools and equipment before/after use.
- Clean and disinfect high-touch areas routinely, particularly in spaces that are accessible to staff, customers, and suppliers.
- Ensure cleaning procedures following a known or potential exposure in a facility comply with CDC recommendations.
- Have deep cleaning response plan in place, in the event of an associate(s) testing positive.
- Follow CDC guidance related to returned merchandise before returning items to the sales floor.
- Establish clear entrances, exits, and flow of traffic.
- Designated Parking for curbside & takeout. Consider social distancing for dine-in parking area.
- Have host stand outside.
- Prepare outside seating with correct social distancing as this may be the only dine-in seating that is allowed in Stage 1 of the reopening.
- Consider a limited menu for Stage 1.
- Continue take-out and delivery for those customers who are not yet comfortable with dine-in options.

EMPLOYEES:

- Screening questions to confirm the employee is not suffering from any illness or has been exposed to anyone that has been diagnosed with COVID-19.
- Signage at receiving that no employees or vendors are permitted to enter if they present with fever or persistent cough.
- Wear face masks if required by law.
- Gloves worn by all those working with food and cleaning.
- Hand sanitizer is always available for our use.
- Required hand washing.
- Continual cleaning of all non-porous counters, doors, handles, etc. throughout the day.
- Ensure employees stay 6 feet apart whenever practical.
- Signage for guidelines at server stations to maintain social distance.
- Adjust seating in break rooms and common areas to reflect social distancing practices.
- Prohibit gatherings or meetings of employees of 10 or more during working hours.
- Permit employees to take breaks outside or in such other areas where proper social distancing is attainable.
- Restrict interaction between employees and truck drivers, deliveries, contractors, etc.
- Implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow for 6 foot spacing; use virtual/video/audio training when possible.
- Discourage employees from using colleagues' work tools and equipment.
- Prohibit handshaking and other unnecessary person-to-person contact in the workplace.

BEST PRACTICES BY INDUSTRY SECTOR Restaurants & Bars

CUSTOMERS

- Signage on door that no one with fever or persistent cough is permitted to enter.
- Wear masks, if required by law, except when eating or drinking.
- Contactless payment.
- For older POS system that requires a signed credit card slip, provide clean pen for each customer. Wipe all pens with sanitizing wipe after each use.
- Wipe down POS system after each use by customer.
- Curbside pick-up/food delivered to car.
- Delivery.
- Limit 8 customers to a table (when restaurants are able to operate at full capacity).
- Minors should be accompanied by an adult at all times.
- Reservations to eliminate waiting areas.
- Diners/patrons wait in cars or outside and call upon arrival and listen for name to be called over PA system or to receive call/text when table is ready if no PA system available.
- Disposable one-time use menus.
- Demarcation lines for social distancing for ordering from counter or bar.

BEST PRACTICES BY INDUSTRY SECTOR Personal Services

BEST PRACTICES FOR THE PERSONAL SERVICE (SALONS, SPAS, TATTOO PARLORS) INDUSTRY:

- Thoroughly clean and disinfect all areas of business prior to reopening after extended closure.
- Purchase cleaning supplies, masks, gloves.
- Disinfect all surfaces, tools, and linens, even if they were cleaned before the business was closed.
- Mix and change disinfectant for immersion of tools daily and replace sooner if it becomes contaminated throughout the workday.
- Disinfectant only works on a clean surface, so clean all surfaces and tools with hot soapy water, other appropriate cleaner or cleaning wipes (if using wipes, be sure to cover surface thoroughly) before disinfecting.
- Clean and disinfect all workstation and treatment room surfaces, including countertops, cabinets and doorknobs, chairs, head rests and arm rests.
- Clean and disinfect all reusable tools and store in airtight container.
- Clean and disinfect all appliances (including cords), shears, clippers, clipper guards, clips, rollers, combs, brushes, rolling carts and any other items used to provide client services.
- Check to make sure all products at workstations, such as lotions, creams, waxes, scrubs, and any other similar supplies have always been in a closed container. If not, discard and replace.
- Remove and discard any products that could have been contaminated by unsanitary use and replace with new product.
- Clean and disinfect hard non-porous surfaces, glass, metal and plastic, including work areas, high-traffic areas, and commonly touched surfaces in both public and employee-only areas of the business.
- Launder all linens, blankets, towels, drapes, and smocks in hot soapy water and dry completely at the warmest temperature allowed, and store in an airtight cabinet.
- Store all used/dirty linens in an airtight container.
- Clean and disinfect all linen hampers and trash containers and only use a container that can be closed and used with liners that can be removed and discarded.
- Clean and disinfect all retail areas at least daily, including products.
- Clean and disinfect ALL restroom surfaces including floors, sinks, and toilet bowls.
- Store paper products in a closed cabinet and provide hand soap. Place trashcan by the door.
- Remove anything that does not have to be in the restrooms.
- Clean and disinfect all bowls, hoses, spray nozzles, faucet handles, shampoo chairs and arm rests between each use.
- Wipe down all back-bar products and shelves. Discard and replace any products that have not been stored in a closed container prior to reopening after extended closure.
- Empty all wax pots and disinfect before refilling them with new wax prior to reopening after extended closure.
- Purchase new single-use applicators that can be disposed of in an airtight trash can.
- Airtight trash can must have a lid and be lined with a disposable plastic bag.
- Provide hand sanitizer at all work locations for employees and clients.

EMPLOYEES:

- Screening questions to confirm the employee is not suffering from any illness or has been exposed to anyone that has been diagnosed with COVID-19.
- Contact client prior to appointment and screen for illness:
 - Have you had a cough?
 - Have you had a fever above 100.4-degree Fahrenheit?
 - Have you had shortness of breath?
 - Have you been in close contact with anyone with these symptoms or anyone who has been diagnosed with COVID-19 in the past 14 days?
- Reschedule an appointment if client answers "yes" to any of the questions above until client's symptoms (cough, fever and shortness of breath) have been resolved, and fever has been resolved without medication for at least 72 hours, or at least 14 days after contact with a person sick with cough, fever, or diagnosed COVID-19.
- Record client contact information, date and time of appointment and provider for each client. If there is a positive COVID-19 case associated with the business, public health may need the business to provide this information for a contact tracing investigation. Unless otherwise required, this information may be destroyed after 60 days from the appointment.
- Immediately send home any employee with COVID-19 like symptoms (cough, fever, shortness of breath, etc.) and not allow the employee to return to work until at least 72 hours after fever and other symptoms have resolved without medication.
- Limit the overall number of providers and clients in the business (including waiting areas) at any one time (no more than 10 during Phase I) and focus on maintaining at least six (6) feet of physical distance between people in the facility except when required to provide services such as massage, haircuts, etc.
- Wear disposable gloves when providing client services and change gloves between each client.
- Discourage employees from using colleagues' work tools and equipment.
- Assign one provider per client throughout the encounter.
- Ensure at least six (6) feet of physical distance between pairs of provider/clients.
- If necessary, use limited number of stations and stagger shifts to adhere to physical distance requirements.
- Maintain at least six (6) feet of distance between provider and client unless providing service that requires provider to be within six (6) feet of client.

BEST PRACTICES BY INDUSTRY SECTOR

Personal Services

EMPLOYEES CONTINUED

- Post clear signs listing COVID-19 symptoms, asking employees and clients with symptoms to stay home, and who to contact if they need assistance.
- Remove all unnecessary items such as magazines, newspapers, service menus, and any other unnecessary items such as paper products, snacks, and beverages.
- Ensure breakrooms are thoroughly cleaned and disinfected and that employees do not congregate in them.
- Thoroughly clean restroom facilities at least once daily and ensure adequate sanitary supplies (soap, toilet paper, hand sanitizer) throughout the day.
- Consider using plastic covers for cloth-covered seating because they cannot be properly cleaned and disinfected.
- Discontinue use of paper appointment cards and replace with electronic options.
- Provide and wear cloth, paper or disposable face coverings when providing direct client services.
- Drape each client in a clean cape, if applicable, or use disposable capes for one-time use.
- Wear a clean smock with each client.
- Provide smocks/gowns for one-time use.
- Wash hands with soapy, warm water, for a minimum of 20 seconds between each client service.
- Wash hands after using the telephone, computer, cash register and/or credit card machine, and wipe these surfaces between each use.
- Ensure all sinks in the workplace have soap and paper towels available.
- Post hand washing signs in restrooms.
- Wear masks when providing services that require close contact (within 6 feet), such as in the case of a haircut, massage or pedicure.
- Wear face shields in addition to a face covering for face-to-face services, such as mustache trims and brow waxing.
- Provide employees medical grade masks and face shields if provider is requiring their use for certain services.
- Change into clean clothes between clients if providing services that require extended close client contact such as massage therapy and tattoo artistry.
- Change into clean clothes before leaving the business each day.

CUSTOMERS/CLIENTS:

- Scheduled appointments only, no walk-ins.
- Screening questions when customer calls to schedule appoint to confirm customer is not suffering from any illness or has been exposed to anyone that has been diagnosed with COVID-19.
- Clients wear face masks, if required by law; some services, such as mustache or beard trims, may require the cloth, paper or disposable face covering to be temporarily removed.
- Have clients wait in their car or outside to be contacted when the provider is ready for the appointment.
- Request that clients wash hands with soapy, warm water, for a minimum of 20 seconds prior to receiving service.
- Provide curbside pick-up arranged ahead of time for product purchases outside of scheduled service appointments.
- Ask clients to wash their own hair prior to arriving for their appointment except for appointments where color agent being applied.
- Clients should refrain from touching products that they do not plan to purchase.
- Contactless payment.
- For older POS system that requires a signed credit card slip, provide clean pen for each customer. Wipe all pens with sanitizing wipe after each use.
- Wipe down POS system after each use by customer.
- If the client must wait for a ride home, provide a space where the client may self-isolate away from employees and other clients.

BEST PRACTICES BY INDUSTRY SECTOR Entertainment

BEST PRACTICES FOR THE ENTERTAINMENT AND ATTRACTION INDUSTRY:

- Full cleaning and sanitizing before reopening.
- Purchase cleaning supplies, face masks and gloves.
- Signage displayed that facility has been cleaned and sanitized.
- Require frequent sanitation of high-touch areas like restrooms, doors, PIN pads, and common areas.
- Ensure operating hours allow downtime between shifts for thorough cleaning.
- Provide sanitation materials, such as sanitizing wipes, to employees to clean handhelds/wearables, scanners, radios, or other work tools and equipment before/after use.
- Clean and disinfect high-touch areas routinely, particularly in spaces that are accessible to staff, customers, and suppliers.
- Ensure cleaning procedures following a known or potential exposure in a facility comply with CDC recommendations.
- Have deep cleaning response plan in place, in the event of an associate(s) testing positive.
- Establish clear entrances, exits, and flow of traffic.
- Verbal notices of protocols over audio system that play periodically with upbeat messages about the procedural changes and reminders for safety for everyone.
- Plexiglas dividers at counters.
- Demarcation lines at counters and check out.
- Sanitizing of all games and equipment after every use.

EMPLOYEES:

- Screening questions to confirm the employee is not suffering from any illness or has been exposed to anyone that has been diagnosed with COVID-19.
- Wear face masks if required by law or if employee chooses to wear one.
- Gloves for appropriate positions.
- Ensure employees stay 6 feet apart whenever practical.
- Adjust seating in break rooms and common areas to reflect social distancing practices.
- Prohibit gatherings or meetings of employees of 10 or more during working hours.
- Permit employees to take breaks outside, in the cafeteria, or in such other areas where proper social distancing is attainable.
- Restrict interaction between employees and truck drivers, deliveries, contractors, etc.
- Implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow for 6 foot spacing; use virtual/video/audio training when possible.
- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment.
- Prohibit handshaking and other unnecessary person-to-person contact in the workplace.

CUSTOMERS:

- Wear face masks if required by law.
- Online and phone reservations.
- Stagger reservation/show times.
- Ensure customers stay 6 feet apart while in facility.
- Disable games to allow 6 feet between players.
- Online ticket sales.
- Limit customer capacity to follow social distancing guidelines.
- Contactless payment.
- For older POS system that requires a signed credit card slip, provide clean pen for each customer. Wipe all pens with sanitizing wipe after each use.
- Wipe down POS system after each use by customer.
- Limiting number of customers in facility based on social distancing guidelines.
- Limit 6 customers to a group.
- Reservations to eliminate waiting areas.
- Display board with prices and options for contact free selection of services.
- Hand sanitizer available at all time.

BEST PRACTICES BY INDUSTRY SECTOR Boating & Water

BEST PRACTICES FOR THE BOATING AND WATER RECREATION INDUSTRY:

- For Marinas, all common areas, including pools, playgrounds, gyms and inside restaurants are closed to the public until restrictions are lifted.
- Purchase cleaning supplies, face masks and gloves.
- Full cleaning and sanitizing of rental boats, PWCs, kayaks, paddle boards, etc. after every use.
- At public docks, allow usage of only every other slip.
- Ensure cleaning procedures following a known or potential exposure in a facility comply with CDC recommendations.
- Have deep cleaning response plan in place, in the event of an associate(s) testing positive.
- Establish clear entrances, exits, and flow of traffic.
- Plexiglas dividers at counters.
- Hand sanitizer available at all times.
- Demarcation lines at counters and check out.

EMPLOYEES:

- Screening questions to confirm the employee is not suffering from any illness or has been exposed to anyone that has been diagnosed with COVID-19.
- Gloves for appropriate positions.
- Required hand washing.
- Provide sanitation materials, such as sanitizing wipes, to employees to clean handhelds/wearables, scanners, radios, or other work tools and equipment before/after use.
- Clean and disinfect high-touch areas routinely, particularly in spaces that are accessible to staff, customers, and suppliers.
- Wear mask, if required by law, when interacting with customer for rental and maintain distance of 6 feet when reviewing equipment and procedures for rental.
- No attendants on public docks.
- Ensure employees stay 6 feet apart whenever practical.
- Adjust seating in break rooms and common areas to reflect social distancing practices.
- Prohibit gatherings or meetings of employees of 10 or more during working hours.
- Permit employees to take breaks outside, in the cafeteria, or in such other areas where proper social distancing is attainable.
- Adjust training/onboarding practices to limit number of people involved and allow for 6 foot spacing; use virtual/video/audio training when possible.
- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment.
- Prohibit handshaking and other unnecessary person-to-person contact in the workplace.

CUSTOMERS:

- Renter must wear mask, if required by law, when renting equipment and review pre-rental procedures with employee.
- Only two people per party allowed on rental dock during pre-rental review and procedures.
- When boat and or rental equipment is returned, all people in party must wear mask, if required by law.
- Only two boat/PWC rental party on rental docks at a time.
- Prohibit parties from staying in the boat when docked at a public dock.
- Prohibit boats/PWCs from tying up together on the lake.
- Limit 10 people per boat if capacity is greater.
- Pontoon boat tours are limited to members of same family/party.
- Pontoon boat tour customers must wear mask, if required by law, while on boat.
- Driver of the boat must wear mask, if required by law, when purchasing gas at a public dock.
- Online reservations and contactless payment.

BEST PRACTICES FOR THE GOLF INDUSTRY:

- All league, clinic, camps and organized activities are suspended until further notice.
- Pro shops, clubhouses, locker rooms, halfway houses, beverage carts, and swimming pools closed until further notice.
- Purchase cleaning supplies, face masks and gloves.
- Full cleaning and sanitizing of golf carts and pull-carts after every use.
- Signage displayed that facility has been cleaned and sanitized.
- Require frequent sanitation of high-touch areas like restrooms, doors, PIN pads, and common areas.
- Ensure operating hours allow downtime between shifts for thorough cleaning.
- Provide sanitation materials, such as sanitizing wipes, to employees to clean handhelds/wearables, scanners, radios, or other work tools and equipment before/after use.
- Clean and disinfect high-touch areas routinely, particularly in spaces that are accessible to staff, customers, and suppliers.
- Ensure cleaning procedures following a known or potential exposure in a facility comply with CDC recommendations.
- Have deep cleaning response plan in place, in the event of an employee's testing positive.
- Establish clear entrances, exits, and flow of traffic.
- Plexiglas divider at counters.
- Hand sanitizer available at all times.
- Demarcation lines at counter to ensure 6 feet of social distance.
- Remove bunker rakes from the golf course, and temporarily require players to play such areas as non-hazards.
- Increase tee time intervals to 15 minutes to spread players out on the course.
- Remove "shared" items from golf carts such as sand containers, tees and towels.
- Remove bulk scorecard, pencil and tee holders from starter areas, and only issue with each cart upon check-in or upon request.
- Spread out driving range stations to ensure distance between players.
- Restrict shotgun starts to guarantee success with social distancing.
- Prohibit golf club bag handling by course personnel.
- Remove all merchandise items from pro shop counter and place them out of reach of any customers who may be inside.
- Prohibit rental clubs during this period.
- Prohibit use of putting green.
- Remove all water coolers from the course and disable all drinking water stations, and either provide bottled water or advise guests to purchase beverages prior to teeing off.

EMPLOYEES:

- Screening questions to confirm the employee is not suffering from any illness or has been exposed to anyone that has been diagnosed with COVID-19.
- Employees wear protective gloves when handling cash or credit cards during all transactions.
- Only one person per party allowed in the pro shop at a time.
- Required washing of hands.
- Ensure employees stay 6 feet apart whenever practical.
- Adjust seating in break rooms and common areas to reflect social distancing practices.
- Prohibit gatherings or meetings of employees of 10 or more during working hours.
- Permit employees to take breaks outside, in the cafeteria, or in such other areas where proper social distancing is attainable.
- Restrict interaction between employees and truck drivers, deliveries, contractors, etc.
- Implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow for 6 foot spacing; use virtual/video/audio training when possible.
- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment.
- Prohibit handshaking and other unnecessary person-to-person contact in the workplace.
- Range balls should be cleaned by staff thoroughly with soap after every pick-up prior to making available for players.
- Recommend vigorous sanitizing of doorknobs/ handles, handrails, menus, countertops, tables, chairs, vending machines and restroom facilities of all buildings that remain accessible to the public.
- Place signage outside the pro shop and clubhouse entries briefly outlining the social distancing guidelines in place.

CUSTOMERS:

- Members and guests use online check-in or online payment prior to arriving for their scheduled round.
- Only one person per motorized golf cart with the exception of same household members.
- All tee times must be made in advance to eliminate walk-in play and the possibility of large groups of golfers arriving at one time.
- Golfers must maintain 6 feet distance at all times on course during play.
- Golfers stay in car and call upon arrival at pro shop to check-in and receive assigned cart number(s).
- Golfers to personally dispose of any trash they may have in receptacles provided by the golf course, and to not leave trash in golf carts.
- Require golfers leave flagsticks at each hole in place.

BEST PRACTICES BY INDUSTRY SECTOR Installation/Service

BEST PRACTICES FOR THE INSTALLATION/SERVICE CONTRACTORS INDUSTRY:

EMPLOYEES:

- Employees should not report to any job site if suffering from any illness or has been exposed to anyone that has been diagnosed with COVID-19.
- Contact client prior to appointment and screen for illness:
 - Have you or anyone in the household had a cough?
 - Have you or anyone in the household had a fever above 100.4-degree Fahrenheit?
 - Have you or anyone in the household had shortness of breath?
- Reschedule an appointment if client answers "yes" to any of the questions above until client's symptoms (cough, fever and shortness of breath) have been resolved, and fever has been resolved without medication for at least 72 hours, or at least 14 days after contact with a person sick with cough, fever, or diagnosed COVID-19.
- Record client contact information, date and time of appointment and contractor/installer for each client. If there is a positive COVID-19 case associated with the business, public health may need the business to provide this information for a contact tracing investigation. Unless otherwise required, this information may be destroyed after 60 days from the appointment.
- Have you or anyone in the household been in close contact with anyone with these symptoms or anyone who has been diagnosed with COVID-19 in the past 14 days?
- Wear protective face coverings and gloves during in-home delivery and/or installation services.
- Gloves for appropriate positions.
- Ensure proper social distancing between employee and customer.
- Clean and disinfect any surfaces which will be regularly contacted throughout the duration of any installation.
- When delivery/installation is complete, clean and disinfect all surfaces which were contacted throughout installation.
- Clean and disinfect any tools or supplies used throughout delivery/installation upon leaving the home.
- Touchless work completed documents, invoices, quotes, when possible.

BEST PRACTICES BY INDUSTRY SECTOR Professional/Office

BEST PRACTICES FOR THE PROFESSIONAL SERVICES/OFFICES/NON-HOSPITALITY RELATED BUSINESSES INDUSTRY:

- Full cleaning and sanitizing before reopening.
- Purchase cleaning supplies, face masks and gloves.
- Ensure operating hours allow downtime between shifts for thorough cleaning.
- Provide sanitation materials, such as sanitizing wipes, to employees to clean handhelds/wearables, scanners, radios, or other work tools and equipment before/after use.
- Clean and disinfect high-touch areas routinely, particularly in spaces that are accessible to staff, customers, and suppliers.
- Ensure cleaning procedures following a known or potential exposure in a facility comply with CDC recommendations.
- Have deep cleaning response plan in place, in the event of an associate(s) testing positive.
- Follow CDC guidance related to returned merchandise before returning items to the sales floor.
- Continual cleaning of all non-porous counters, doors, handles, etc. throughout the day.
- Establish clear entrances, exits, and flow of traffic.
- Consider closing restrooms to public, customers, vendors, etc.
- Prohibit use of water fountain.

EMPLOYEES:

- Screening questions to confirm the employee is not suffering from any illness or has been exposed to anyone that has been diagnosed with COVID-19.
- Wear face masks if they are required by law or if an employee chooses to wear them on their own.
- Provide face coverings as needed for all employees if required by law to wear one.
- Hand sanitizer is available at all times.
- Required hand washing.
- Gloves if they are required by law.
- Plexiglas guard at counter/reception area.
- Ensure employees stay 6 feet apart whenever practical.
- Adjust seating in break rooms, cafeterias, and other common areas to reflect social distancing practices.
- Prohibit gatherings or meetings of employees of 10 or more during working hours.
- Permit employees to take breaks and lunch outside, in their office or personal workspace, or in such other areas where proper social distancing is attainable.
- Restrict interaction between employees and outside visitors or truck drivers, vendors, contractors, deliveries.
- Implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow for 6 foot spacing; use virtual/video/audio training when possible.
- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment.
- Prohibit handshaking and other unnecessary person-to-person contact in the workplace.

CUSTOMERS:

- Curbside pick-up.
- Wear face masks only if required by state law.
- For older POS system that requires a signed credit card slip, provide clean pen for each customer. Wipe all pens with sanitizing wipe after each use.
- Wipe down POS system after each use by customer.
- Hand sanitizer available for customers.
- Hand sanitizing wipes available to wipe down cart and basket handles.
- Limiting number of customers in office based on social distancing guidelines.
- Place conspicuous signage at entrances and throughout the office space alerting staff and customers to the required occupancy limits, six feet of physical distance, and policy on face covering.
- Minors should be accompanied by an adult at all times.
- Establish hours of operation, wherever possible, that permit access solely to high-risk individuals, as defined by the CDC.
- Ensure six feet of distance between customers and employees where possible.
- Arrange for contactless pay options, pickup, and/or delivery of goods wherever practical.

**The following
pages are
additional
resources
and printable
documents/
signs.**





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.

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

CORONAVIRUS DISEASE



Protect yourself from coronavirus and stop the spread of germs.

- Wash your hands often with soap and water for at least 20 seconds, especially before eating.
- Avoid close contact with people who are sick. Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

CORONAVIRUS DISEASE



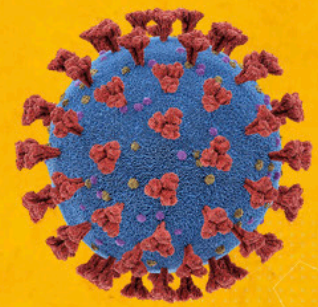
If you are sick, do NOT enter this facility.

Call the facility at _____ with questions.

Protect yourself and others from COVID-19:

- Wash your hands often for at least 20 seconds.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue.
- Clean and disinfect frequently touched objects and surfaces.

COVID-19 NOTICE



Has a COVID-19 Business Plan in place

- ☐ Disinfection and Sanitation plan
- ☐ Physical distancing measures
- ☐ Protective gear (masks, gloves, barriers)
- ☐ Employee Training on COVID-19 plan
- ☐ Temperature & Symptom Checks on Employees

MAXIMUM OCCUPANCY:

We have done our best to minimize the possibility of exposure to Coronavirus, but exposure cannot be completely eliminated. PLEASE ENTER AT YOUR OWN RISK.

DO YOUR PART, PLEASE:

- Do not enter if you feel sick
- A face mask is strongly recommended
- Maintain a distance of 6-feet between people
- Leave at risk people at home when possible
- Limit Groups

STANDARDIZED EMPLOYEE SCREENING QUESTIONNAIRE

If you answer "YES" to any of the following questions, please contact HR about reasonable accommodations or alternative work options.

To be asked upon return to work:

- ☐ Do you have anyone in your home/have you interacted with anyone that is at higher risk for contraction?
- ☐ Do you have anyone in your home that could be more susceptible to contracting COVID-19?

To be asked weekly:

- ☐ Have you had contact with a person known to be infected, potentially infected, or exposed to someone infected with COVID-19 within the previous 14 days?
- ☐ Have you or someone you've been in contact with, traveled domestically or internationally in the last 14 days?
- ☐ Have you or someone you've been in contact with, attended a gathering where proper social distancing protocol was not followed in the past 14 days?

To be asked daily:

- ☐ Have you had a fever, cough, shortness of breath, difficulty breathing, chills, muscle pain, sore throat, or new loss of taste or smell that cannot be attributed to another health condition in the past 2 - 14 days?

Please acknowledge the following upon arrival:

- ☐ I certify I will follow my employer's COVID-19 policy.
- ☐ I certify that all answers are true and correct to the best of my knowledge.

** Definitions represent CDC-designated guidance and symptoms of COVID-19 at the time of drafting. For the most current list of symptoms and guidance please consult the CDC's website.*

** This questionnaire is meant as a recommendation and should not represent a dispositive indication of an employee's exposure risk. While we tried to be comprehensive, we make no representations or warranties regarding the completeness of these materials in complying with your state and local laws. Please consult the Center for Disease Control (CDC), U.S. Equal Employment Opportunity Commission (EEOC), and appropriate authority in your jurisdiction's applicable guidance. The U.S. Chamber of Commerce cannot ensure safety and disclaims all liability arising from use of these materials.*