



ROADMAP TO RECOVERY  
MARYLAND STRONG

## Best Practices for Businesses to Reopen PERSONAL SERVICES



### PREPARE THE BUILDING

- Review and prepare a comprehensive plan for cleaning high traffic and high-contact surface areas consistently 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 customers and employees.
- Remove magazines and newspapers from public areas.
- Arrange work stations to accommodate social distancing guidelines.
- If the building has been closed for an extended period of time, check HVAC systems. Flush/disinfect water systems.



### PREPARE THE WORKFORCE

- Employees should be trained in, and understand, current COVID-19 health and workplace guidelines, both general and industry-specific.
- Offer teleworking where appropriate. Give employees flexibility regarding returning to the workplace.
- Implement a daily screening process for workers and other personnel which include 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.

- Develop and communicate action plans in the event of a positive test for COVID-19 for those directly exposed and those potentially exposed, consistent with CDC and MDH guidelines.
- Employees and customers should wear face masks / facial coverings. Consider additional PPE equipment based on recommendations from your specific industry.



### SOCIAL DISTANCE PLANNING

- Have employees work or access the business from home whenever possible.
- Create proper markings/crowd control for spacing and signage to prohibit congregating in waiting spaces or check out spaces.
- Schedule "by appointment" only. Allow enough time between clients for cleaning.
- Offer curbside pick up for ancillary products.
- Adjust, stagger, and/or extend work hours per day to limit employee interaction.
- Limit access to open areas that do not accommodate social distancing.



### REDUCE TOUCH POINTS / CONTROL ACCESS & INCREASE CLEANING

- Clean and disinfect the facility in accordance with CDC guidelines, to include cleaning between each client.

- Create sanitization stations stocked with hand sanitizers and disinfecting wipes for easy access by the public and employees.
- Where possible, implement and encourage touchless payment.
- Post signage advising customers to not enter the store if they are sick or symptomatic.
- Move any retail inventory to a "no-touch" area (i.e. behind counter) to minimize touching.
- Suggest employees no longer hand out business cards and refrain from physical greetings.



### COMMUNICATION PROCEDURES

- Language Access: Provide training content in Spanish and alternate languages prevalent in your small business community.
- Communicate commitment to cleanliness by posting compliance adherence with the CDC's recommendations.
- Show customers care by displaying signage that details social distancing protocol and COVID-19 prevention efforts.

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](https://governor.maryland.gov/covid-19-pandemic-orders-and-guidance).