

Re-Opening Guidelines for Retail



This guidance is intended to convey the message of Governor Hogan and the Maryland Strong: Roadmap to Recovery as it relates to Calvert County residents, business owners, workers and visitors at this moment in time. The Roadmap lays out important guiding principles:

Employers and employees should continue with telework plans.

Marylanders should continue to wear face coverings or masks in indoor public places.

Marylanders should continue to practice physical distancing.

It is important that all of our actions in the near future are consistent with these guiding principles. Re-opening or changing the way in which a business or venue operates is a major undertaking. Below we have a collection of general ideas that businesses or owners should take into consideration when developing business-specific plans for re-opening or alteration of operations:

- » The total occupancy (combination of employees and customers) should not exceed 50% of the posted State Fire Marshal's capacity.
- » Develop management and employee procedures to ensure safe distancing of customers lining up outside the entrance. There should be at least 6 feet between individuals. Household members may stand together. Consider reaching out to local law enforcement in advance if crowds/lines anticipated.
- » Evaluate floor plan to limit congestion points and maintain social distancing.
- » Appropriate signage upon entry into the facility indicating face coverings and proper social distancing requirements while inside the facility.
- » Social distancing markers (6 feet apart) are provided in areas where customers may form lines or congregate (service counters, check-out lines, etc.).
- » Identify high contact surfaces. Ensure a plan is in place to properly clean and disinfect those surfaces every 1-2 hours or as needed during business hours.
- » Have EPA registered disinfectants available to your staff. Gloves should be readily available for the assigned staff member that will be cleaning high contact surfaces.
- » Hand sanitizing stations or hand washing stations are readily available and stocked for staff.
- » Face coverings are required to be properly worn (covering both mouth and nose).
- » Provide hand wipes or another means of disinfecting carts and baskets for customers upon entry into the facility or have staff clean ALL carts after each customer's use.
- » Implement and encourage touchless payment option.
- » Continue to encourage online ordering and curbside pick-up.
- » If possible, provide designated shopping hours for vulnerable populations.
- » Communicate with employees on the measures for their comfort in returning to work including monitoring their health.
- » A plan is in place for employee wellness checks. We have a secure location to store these documents.
- » Prepare a training document of proper responses to customers who challenge social distancing and other protocols.

**Requirements may change at any point contingent on health necessities or new directives from the Governor's Office.*