



Maryland

Best Practices for Businesses to Reopen PROFESSIONAL + FINANCIAL SERVICES

ROADMAP TO RECOVERY
MARYLAND STRONG



PREPARE THE BUILDING

- Designate one location for deliveries and disinfecting items; assign to specific employees only.
- Provide hand sanitizer stations (ideally touchless) at touchpoints. Install automatic soap dispensers in kitchens/restrooms.
- Reconfigure desks and limit meeting room occupancy to allow six feet between seats.
- Designate and signpost the direction of foot traffic in main circulation paths. Consider one-way circulation routes.
- Clearly mark increments of six feet on floors where queues form. Add signs and floor stickers inside elevator cars describing how/where to stand.
- Maximize fresh air exchange by opening doors/windows, increase the frequency of air filter replacement, and use the highest filtration level available.

- 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.
- Encourage the use of cloth face coverings when any face to face interaction between individuals takes place, particularly if that interaction is within 6 feet.

- Remove high-touch shared items or sanitize between uses (desks, phones, computers, writing utensils, headsets, payment terminals, kitchen implements, keys, and food/beverage).
- Store supplies securely; designate specific personnel to manage/distribute. Implement a strict clean-desk policy so that non-essential items are enclosed in cabinets or drawers.
- Prohibit general public access. Allow only "critical" vendors/clients, restrict access to only certain areas, and require them to follow safety protocols.
- For offices on low floors, encourage people to take the stairs; ideally designate one staircase as "UP" and another one as "DOWN".



SOCIAL DISTANCE PLANNING

- Have employees work or access the business from home whenever possible.
- Consider developing alternate plans for employee hours, including split schedules/shifts, shorter work weeks, staggered start/break/shift times, etc. Implement peak period queuing procedures.
- Stagger lunch hours and use of kitchens.
- Conduct virtual office meetings within the building. Use virtual hiring and onboarding processes.
- Limit attendees at in-person meetings.



COMMUNICATION PROCEDURES

- Provide appropriate signage about safety protocols throughout the workplace.
- Establish and communicate clearly defined actions, roles, and responsibilities in response to a potential COVID case at work.
- Guide employees about travel: request they notify management and take extra precautions such as self-monitoring symptoms and/or self-isolate.



PREPARE THE WORKFORCE

- Employees should be trained in, and understand, current COVID-19 health and workplace guidelines, both general and industry-specific.
- Continue teleworking whenever possible. Give employees flexibility regarding returning to the office.
- Implement a daily screening process for workers and other personnel which include [CDC](#) or MDH recommended health questions and consider temperature testing.



REDUCE TOUCH POINTS / CONTROL ACCESS & INCREASE CLEANING

- Clean and disinfect the facility in accordance with [CDC](#) guidelines.
- Open or remove doors where possible to minimize potential touch points.

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.