

MAY 12, 2020

garrett

ROADMAP TO REOPENING

county

BEST PRACTICES FOR BUSINESSES
& ATTRACTIONS

A COLLABORATIVE EFFORT BY



TABLE OF CONTENTS**Introduction**

Maryland Strong: Roadmap to Recovery	page 2
Local Considerations	page 3
Signage	page 4
Cleaning Agents	page 4
Safe Harbor for Businesses	page 5
Disclaimer	page 5

Best Practices by Industry Sector

Retail	page 6
Lodging	page 7
Restaurants/Bars	page 9
Personal Services (Salons, Spas, Tattoo Parlors)	page 11
Attractions/Entertainment	page 14
Boating & Water Recreation	page 16
Golf	page 17
Installation/Service Contractors	page 19
Professional Services/Offices/Non-Hospitality Businesses	page 20

GARRETT COUNTY ROADMAP TO REOPENING OUR ECONOMY

INTRODUCTION

Maryland Strong: Roadmap to Recovery

On April 24, 2020, Maryland Governor Larry Hogan released his “Maryland Strong: Roadmap to Recovery”. The roadmap includes the four building blocks that must be firmly in place before the state can consider lifting restrictions:

- Expanded testing capacity
- Increased hospital surge capacity
- Ramping up supply of PPE (Personal Protective Equipment)
- Robust contact tracing operation

As of May 6, 2020, Governor Hogan announced that the State has made great strides in regards to the four building blocks allowing the State to proceed toward reopening. However, specific data will be used to determine when a recovery can begin. Maryland officials will focus on the rate of hospitalizations and the number of patients admitted to ICU. If these numbers continue to plateau, Maryland could be ready to begin the recovery in early May. Marylanders can access this data daily at <https://coronavirus.maryland.gov>.

The “Maryland Strong: Roadmap to Recovery” is divided into three stages for reopening:

- **STAGE ONE** calls for lifting the stay-at-home order, and involves business, community, religious, and quality of life improvements. Examples of changes that could be implemented in this stage include:
 - Reopening of small shops and certain small businesses
 - Curbside pickup and drop-off for businesses
 - Elective medical and dental procedures at ambulatory, outpatient, and medical offices
 - Limited attendance for outdoor religious gatherings
 - Recreational boating, fishing, golf, tennis, hiking, and hunting
 - Reopening of car washes
 - Limited outdoor gym and fitness classes
 - Outdoor work with appropriate distancing measures
 - Some personal services
- **STAGE TWO** 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 would need to comply with strict physical distancing and appropriate safety protocols. Examples of changes that could be implemented in this stage include:
 - Raising the cap on social gatherings
 - Indoor gyms and fitness classes

- Childcare centers
 - Normal transit schedules
 - Indoor religious gatherings
 - Reopening of restaurants and bars with restrictions
 - Elective and outpatient procedures at hospitals
- **STAGE THREE** will involve instituting higher-risk activities, but there is no realistic timeline yet for achieving this level. Examples of changes that could be implemented in this stage include:
 - Larger social gatherings
 - Reopening of high-capacity bars and restaurants
 - Lessened restrictions on visits to nursing homes and hospitals
 - Reopening of entertainment venues
 - Larger religious gatherings

Regional Approach – The Roadmap contemplates offering some flexibility to local health officers as well as county and municipal governments, and considering regional differences in COVID-19 conditions.

In each stage, the state will evaluate which localities meet appropriate gating criteria in the jurisdiction and/or region. In the event a locality has satisfied the gating criteria, county health officers will be permitted to expand the permitted activities and businesses under parameters of the current stage identified by the state.

Local Considerations

Garrett County's economy has suffered greatly from the shutdown as a result of the COVID-19 pandemic. To recover from this crisis, it is imperative that we begin reopening the businesses that drive millions of dollars of revenue to our economy and employ thousands of Garrett Countians.

In preparation for the reopening of businesses and attractions in Garrett County, the Garrett County Chamber of Commerce in cooperation with the Garrett County Health Department, Garrett Regional Medical Center, Garrett County government, Garrett County Community Action and business owners/operators formed the Economic Recovery Task Force and developed best practices for business. The Economic Recovery Task Force reviewed dozens of plans and guidelines provided by other states and communities, industry associations, CDC and Whitehouse, National Governor's Association, and the American Enterprise Institute. We encourage all businesses in the identified industries to utilize this document as a tool to help to reduce the risk of spreading COVID-19 to employees, customers and visitors. Nothing in this document should be construed as legally binding or required regulations.

Preparedness is key and as businesses reopen, they should consider the following best practices. Businesses will need to comply with federal, state and local regulations but implementing some or all of these best practices may give comfort to their employees and customers as they return. It is important to remain vigilant in following all policies and protocols until such a time that the CDC and/or Governor Hogan give the all clear that COVID-19 is no longer a threat. Updated information can be found at <https://governor.maryland.gov/coronavirus> and information specific to Garrett County can be found at <https://garretthealth.org>. This document will be updated as rules and regulations change.

SIGNAGE

It is recommended all businesses post signage regarding the cleaning of their facility/shop/office and any safety requirements of customers or guests that may enter. The signage may change based on State or local regulations. Signage is available electronically through the Garrett County Chamber of Commerce, Garrett County Health Department and Garrett County Economic Development. Contacts are below.

- Garrett County Chamber of Commerce, Nick Sharps, nick@garrettchamber.com, 301-387-5237
- Garrett County Health Department, COVID-19 Hotline, 301-334-7698
- Garrett County Economic Development, Josh Hook, jhook@garrettcountry.org, 301-334-7281

CLEANING AGENTS

The U.S. Environmental Protection Agency (EPA) has developed a list of cleaning agents and disinfectants that meet the criteria for use against SARS-CoV-2, which includes COVID-19. The list is updated as additional products are needed. The list can be found at <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>.

Any EPA-approved disinfectants that are rated for use against human coronavirus may be used. True disinfectants have a listed dwell, or contact time, which is the amount of time the surface should sit with the applied product and be visibly wet in order to ensure killing of the virus. There are a number of over-the-counter products that work equally well to industrial products. It is important to read labels and ensure that products are used correctly, as not all disinfectants are appropriate for all surfaces and dwell time differs per product.

These cleaning agents should be used in preparation for reopening and for regular ongoing cleaning. To check that your product is EPA approved, find the EPA registration number on your product and check it against the EPA approved list.

SAFE HARBOR FOR BUSINESSES

We believe that these best practices provide a safe harbor for businesses limiting their liability in the contraction of COVID-19 by an employee, customer or guest. If a business follows the regulations set by federal, state and local government and implements some or all of these best practices in good faith, then they are not legally responsible. Liability should only be applied in the case of gross negligence.

On behalf of the Garrett County Economic Recovery Task Force, we thank everyone for their cooperation in reducing the risk to COVID-19.

DISCLAIMER

Some or all of the information contained in this document may not be applicable to some businesses or places of work and may not include all information necessary for certain businesses and places of work. This document does not attempt to address health, safety, and other workplace requirements in place prior to COVID-19.

As circumstances and understanding of COVID-19 evolve, so will public health and safety recommendations and requirements. As a result, this document may not include all current governmental or health expert requirements and recommendations. We strongly advise that before implementing any of the practices and procedures contained herein, you carefully evaluate all and consult with your own legal counsel and other advisors regarding the legality, applicability, and potential efficacy of this information in your place of business and to determine what, if any, other recommendations or requirements may apply to your business.

The organizations producing this document bear no responsibility for any circumstances arising out of, or related to, the adoption, or decision not to adopt, any of the practices or procedures contained in this guide.

BEST PRACTICES BY INDUSTRY SECTOR

Retail

- Full cleaning and sanitizing before reopening.
- Purchase cleaning supplies, facemasks 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 sanitization 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 facemasks if they are required by law or if an employee chooses to wear one 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/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 facemasks if required by state law or if the customer chooses to wear one.
- 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 contactless pay options, pickup, and/or delivery of goods wherever practical.

Lodging

- Full cleaning and sanitizing before reopening.
- Purchase cleaning supplies, facemasks 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 facemasks 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. throughout 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:

- Contactless payment.
- For older POS system that requires a signed credit card slip, provide clean pen for each customer. Wipe all system and all pens with sanitizing wipe after each use.
- Contact free check-in.
- Keyless entry.
- 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” stayover service to limit time in guestrooms.
- 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.

Restaurants/Bars

- During *Stage I*, dine-in parties at least 6-feet apart and prohibiting gatherings of more than eight people. Bars remain closed. *Stage II*, the capacity cap rises to 50% capacity and the social distancing measures can be relaxed. *Stage III*, no capacity cap is set and only limited social distancing protocols are recommended.
- Full cleaning and sanitizing before reopening.
- Purchase cleaning supplies, facemasks and gloves.
- Signage displayed that facility has been cleaned and sanitized.
- Require frequent sanitization 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 sanitization 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 facemasks if required by law or if the employee chooses to wear one.
- 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.

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.
- 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.

Personal Services (Salons, Spas, Tattoo Parlors)

- 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, clippies, 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.
- 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 handwashing 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 appointment 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.

Attractions/Entertainment

- Full cleaning and sanitizing before reopening.
- Purchase cleaning supplies, facemasks and gloves.
- Signage displayed that facility has been cleaned and sanitized.
- Require frequent sanitization of high-touch areas like restrooms, doors, PIN pads, and common areas.
- Ensure operating hours allow downtime between shifts for thorough cleaning.
- Provide sanitization 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 facemasks 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 facemasks if required by law or if the customer chooses to wear one.
- 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 if possible.
- 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.

Boating and Water Recreation

- For Marinas, all common areas, including pools, playgrounds, gyms and inside restaurants are closed to the public until restrictions are lifted.
- Purchase cleaning supplies, facemasks and gloves.
- Full cleaning and sanitizing of rental boats, PWCs, kayaks, paddleboards, 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 sanitization 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.

Golf

- 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, facemasks 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 sanitization of high-touch areas like restrooms, doors, PIN pads, and common areas.
- Ensure operating hours allow downtime between shifts for thorough cleaning.
- Provide sanitization 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.
- Wear facemasks if they are required by law or if an employee chooses to wear one.
- 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.
- Contactless payment if possible.
- 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.
- 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.

Installation/Service Contractors

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.

Professional Services/Offices/Non-Hospitality Related Businesses

- Full cleaning and sanitizing before reopening.
- Purchase cleaning supplies, facemasks and gloves.
- Ensure operating hours allow downtime between shifts for thorough cleaning.
- Provide sanitization 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 facemasks if they are required by law or if an employee chooses to wear one.
- 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 facemasks if required by state law or if the customer chooses to wear one.
- 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.