**GGCC** **Gaithersburg-Germantown Chamber of Commerce, Inc.**

# Reopening Your Business

A Resource Guide Presented by the Gaithersburg-Germantown Chamber of Commerce

www.ggchamber.org
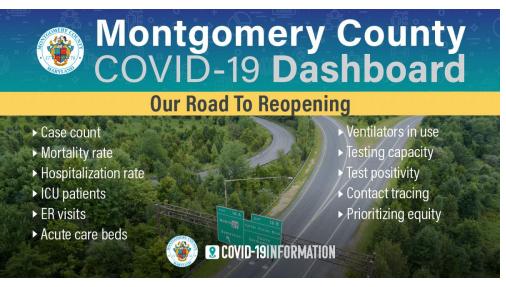
**GGCC**

**Relaunching the Upcounty**

# It's Time to Relaunch the Upcounty

If there is one encouraging aspect to the COVID-19 pandemic, it is the lessons we can learn to establish a sound recovery strategy and ensure the Gaithersburg-Germantown Chamber & Upcounty businesses are better prepared to proactively respond to future crises.

As we advocate to the County for a pathway to safely ease restrictions, we want you to be prepared. This quick reference guide will help you navigate the new normal and provide guidance to safely serve your customers and accommodate your employees.

We know you want to reopen your doors. We want make sure that happens as safely as possible.

# COVID-19 Data Dashboard



Montgomery County Government is committed to the health and safety of all of our residents and to relying on science and data to make decisions regarding the phases of reopening of our County.

The first phase of reopening Montgomery County began Monday, June 1. The second phase of reopening Montgomery County began Friday, June 19.  Phase 2 of the reopening process means more relaxed restrictions for County businesses & residents.

County officials continue to monitor the number of new cases, deaths, hospitalizations, and hospital capacity.  Officials have said public-health criteria must be met or show substantial progress to support a gradual reopening of businesses and relaxing of restrictions.

The county updates the COVID-19 Dashboard data daily

https://montgomerycountymd.gov/HHS/RightNav/Coronavirus-data.html

# REOPENING MONTGOMERY

## Business Reopening Requirements

- ☐ Employees and customers will be required to maintain physical distance (greater than 6'), wherever possible. We will utilize markings and signage to guide our employees and customers.

- ☐ Employees and our customers are required to wear face coverings while in our business.

- ☐ All employees will receive training based on CDC COVID-19 guidance appropriate to our business sector before reopening.

- ☐ Our business will use CDC- and EPA-approved disinfectants to clean our spaces daily. We will also use disinfectants to wipe down high-contact surfaces* at least every 2 hours while staff or customers are present.

- ☐ Our employees will wash their hands hourly.

- ☐ Our business will review and implement new CDC, Maryland Department of Health, and Montgomery County Department of Health & Human Services guidelines as they are received.

* High-contact surfaces are those surfaces that will have human contact once an hour or more.

# REOPENING
## MONTGOMERY

# PROTECTIVE MEASURES

Below is a checklist for employees and customers to use as Montgomery County reopens its businesses and other activities during the COVID-19 pandemic.

## PERSONAL SERVICES

**Hair Salons and Barbers by Appointment and for Hair Only**

☐ Maintain physical distancing (greater than 6'), wherever possible

☐ Use of personal protective equipment, including face coverings and gloves, by all employees

☐ Limited to 1 customer for every 200 sq. ft of service delivery space

☐ Physical distancing markers for staff and customers required

☐ Customers required to wear face coverings

☐ High-contact surfaces (those with hourly or greater contact frequency) will be cleaned with CDC- & EPA-approved disinfectant at least every 2 hours

☐ All employees must receive training on CDC COVID-19 guidance appropriate to their workplace prior to working

## ORCHARDS

**Picking Operations**

☐ Maintain physical distancing (greater than 6'), wherever possible

☐ Use of personal protective equipment by all employees

☐ Physical distancing markers for staff and customers required

☐ Customers required to wear face coverings

☐ High-contact surfaces (those with hourly or greater contact frequency) will be cleaned with CDC- & EPA-approved disinfectant at least every 2 hours

☐ All employees must receive training on CDC COVID-19 guidance

## Our Road to Reopening:
montgomerycountymd.gov/covid19-reopening

**montgomerycountymd.gov/HHS/RightNav/reopening/index.html**

# REOPENING
## MONTGOMERY

**Phase 1** 〉 **Phase 2** 〉 **Phase 3** 〉

# PROTECTIVE MEASURES

Below is a checklist for employees and customers to use as Montgomery County reopens its businesses and other activities during the COVID-19 pandemic.

## RETAIL

**Curbside Only**

☐ Maintain physical distancing (greater than 6'), wherever possible, between employees and customers at curbside and in-store operations

☐ Use of personal protective equipment by all employees

☐ Physical distancing markers for staff and customers required

☐ Customers required to wear face coverings

☐ High contact surfaces (those with hourly or greater contact frequency) will be cleaned with CDC- & EPA-approved disinfectant at least every 2 hours

☐ All employees must receive training on CDC COVID-19 guidance appropriate to their workplace prior to working

## MANUFACTURING

☐ Maintain physical distancing (greater than 6'), wherever possible

☐ Use of personal protective equipment, including face coverings, by all employees

☐ Physical distancing markers for staff

☐ High contact surfaces (those with hourly or greater contact frequency) will be cleaned with CDC- & EPA-approved disinfectant at least every 2 hours

☐ All employees must receive training on CDC COVID-19 guidance appropriate to their workplace prior to working

## CHILDCARE

**Open for dependents of essential employees and Phase I opening employees**

☐ Maintain physical distancing (greater than 6'), wherever possible

☐ Use of personal protective equipment, including face coverings and gloves, by all employees

☐ High-contact surfaces (those with hourly or greater contact frequency) will be cleaned with CDC- & EPA-approved disinfectant at least every 2 hours

☐ All employees must receive training on CDC COVID-19 guidance appropriate to their workplace prior to working

## Our Road to Reopening:
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**montgomerycountymd.gov/HHS/RightNav/reopening/index.html**

# RE🛣️PENING
## MONTGOMERY

**Phase 1** ⟩ Phase 2 ⟩ Phase 3

# CURBSIDE RETAILERS CHECKLIST

Business owners should assess if they are ready to open in a modified posture, while adhering to public health guidance.

## OPERATIONS CHECKLIST

In developing an operations plan, it should address the following:

☐ Create sitemap (including location of business staff, propose signage of requirements, queue spacing among customers, entry and exits to the line, hand-sanitizer stations (if applicable))

☐ Ensure proper sanitization protocols and supplies to include:

- ▶ Sanitize carts, pens, and other commonly use shopping materials between customers

- ▶ Provide hand sanitizer in areas of high contact (e.g. at checkout counters)

- ▶ Ensure mask and glove use by employees

- ▶ Allow multiple ways to pay, including mobile applications

☐ Prepare online ordering or reservations systems whenever possible to keep customer logs to facilitate contact tracing

☐ Speak with your staff to assess who is ready and willing to return and inform them of your plan operations

## IMPLEMENTATION CHECKLIST

In developing an implementation plan, it should address the following:

☐ Communication strategy, both before and during hours of operation, to inform the public and staff of the safety requirements

☐ Communication strategy regarding safety requirements for customers, both before and during hours of operation

☐ Method for monitoring and ensuring compliance with safety requirements for employees

☐ Proposed implementation measures should an employee or employer fail to comply with safety requirements and

☐ Staffing needed to address concerns or potential violations - show location on - site plan

## CLOSURE PLAN CHECKLIST

In the event retail operations must modify due to a health incident or executive order, the business should be prepared to initiate a closure plan. The closure plan should address the following:

☐ Proposed steps to close

☐ If closure or modified operations is mandated through an executive order, ensure full steps are taken to comply with the order

☐ Communications to employees and customers about the modified operations or closure and

☐ Continue to monitor guidance from Montgomery County Government at montgomerycountymd.gov/covid19

## Our Road to Reopening

# REOPENING
## MONTGOMERY

**Phase 1** > **Phase 2** > **Phase 3**

# RESTAURANTS CHECKLIST

Business owners should assess if they are ready to open in a modified posture, while adhering to public health guidance.

## OPERATIONS CHECKLIST

**In developing an operations plan, it should address the following:**

☐ Create sitemap (including location of business staff, proposed signage of requirements, queue spacing among customers, seating, access to bathrooms, entry and exits to the line, hand sanitizer stations (if applicable))

☐ Ensure proper sanitization protocols and supplies to include:

 ▸ Sanitize all common items at each table seating, and consider using single-use utensils and condiments. Also consider single-use disposable paper menus or sanitize reusable menus between each seating.

 ▸ Clean and sanitize all food-contact surfaces every 2 hours

 ▸ Ensure food-handling staff wear masks and gloves

☐ Prepare online reservation and ordering systems whenever possible to keep customer logs to facilitate contact tracing

☐ Speak with your staff to assess who is ready and willing to return and inform them of your plan operations

## IMPLEMENTATION CHECKLIST

**In developing an implementation plan, it should address the following:**

☐ Communication strategy, both before and during hours of operation, to inform the public and staff of the safety requirements

☐ Communication strategy regarding safety requirements for customers, both before and during hours of operation

☐ Method for monitoring and ensuring compliance with safety requirements for employees

☐ Proposed implementation measures should an employee or employer fail to comply with safety requirements and

☐ Staffing needed to address concerns or potential violations - show location on - site plan

## CLOSURE PLAN CHECKLIST

**In the event restaurant operation must modify due to a health incident or executive order, the business should be prepared to initiate a closure plan. The closure plan should address the following:**

☐ Proposed steps to close

☐ If closure or modified operations is mandated through an executive order, ensure full steps are taken to comply with the order

☐ Communications to employees and customers about the modified operations or closure and

☐ Continue to monitor guidance from Montgomery County Government at montgomerycountymd.gov/covid19

## Our Road to Reopening

# What Phase 2 of Reopening Looks Like for Montgomery County

**Indoor & Outdoor Gatherings:** Limited to a maximum of 50 or 1 person/family unit per 200 sq. ft., whichever is lower

**Office Spaces & Multi-tenant Commercial Buildings**: Limited use for nonessential with requirements; telework strongly encouraged where applicable

**Retail:** Curbside and limited in-store; 1 patron per 200 sq. ft. of sales space

**Restaurants**: Outdoor/patio seating & limited indoor dining with requirements; 50% capacity maximum indoors

**Salons/Barbers/Personal Services**: All personal services allowed by appointment only; 1 patron per 200 sq. ft. of service delivery space

**Outdoor Community Pools** (public & private) - Open for lap swimming with requirements

**Outdoor Day Camps**: Expanded opening with requirements

**Outdoor Youth Sports:** Expanded for low-contact sports with requirements

**Parks & Playgrounds:** Parks open for personal fitness & fitness classes with requirements; playgrounds open with requirements; only low contact sports allowed

**Car Washes:** Open for internal and external cleaning with requirements

**Childcare:** MSDE continues expanding the number of EPCC programs

**Construction:** Open with requirements

**Farms:** "Pick your own" open with requirements

**Gyms, Fitness Centers & Other Indoor Physical Activities**: Open with requirements; 1 patron per 200 sq. ft. of fitness space

**Hospitals:** Physicians' offices and other health care facilities, including hospitals, are available to care for your medical needs.

**Hotels:** Open with requirements

**Houses of Worship:** Virtual, drive-in, and limited indoor and outdoor services with requirements; 1 congregant/family per 200 sq. ft. of service space

**Manufacturing:** Open with requirements

**Ride-On Service:** Expanded schedule; expanded routes

**ROADMAP TO RECOVERY**

**MARYLAND STRONG**

**MARYLAND STRONG**
ROADMAP TO RECOVERY

RELEASED APRIL 24, 2020

GOVERNOR
LARRY HOGAN

Governor Larry Hogan announced that Maryland will begin to move into Stage Two of the 'Maryland Strong: Roadmap to Recovery,' with a safe and gradual reopening of workplaces and businesses, along with additional personal services.

On Friday, June 12, indoor dining resumed at restaurants across the state at 50% capacity with distancing and strict public health requirements.

Also, outdoor amusements and rides, miniature golf, and go-kart tracks resumed. Capacity restrictions at outdoor pools will increase to 50%.

On June 19, indoor gyms and other studio fitness activities reopened at 50% capacity with strict health, distancing, and sanitization measures. Casinos, arcades, and malls also resumed operations with strict safety protocols.

As with Stage One, Stage Two was implemented with a flexible, community-based approach that empowers individual jurisdictions to make decisions regarding the timing of reopening's. All 24 of the state's jurisdictions have now entered Stage Two.

**All businesses located in Montgomery County, MUST follow County restrictions.**

**governor.maryland.gov/**

# Five Ways to Prepare to Re-Open

Simple steps to assure when your doors are once again back open you will be prepared and ready.

For more tips & strategies on how to prepare to re-open visit GGCHAMBER.ORG under Economic Recovery Resources



## #1  Build a Covid-19 Plan

Take a few moments and write down your plan of action. This plan will later be used in marketing efforts when you are showing you are serious about customer and staff safety. Call it your COVID-19 Safety Plan and review, as necessary. Include material needed checklist, new protocols, safety procedures, social distancing and marketing.

## #2  Respect Social Distancing

By now you have been to a store that has placed the stickers on the floor on where to stand, saw the signs that say no more than 10 people or less, noticed some doors are marked entry and some are exit and even seen plastic shields in front of the counters. You need to consider similar procedures. Start gathering necessary supplies and signage to accommodate your COVID-19 plan.

## #3  Create a Cleaning Schedule

Consumers will notice if your store is clean, organized and safe to enter. Make sure you are rebuilding your cleaning plan and have all the necessary items needed to do so. Build a new schedule and add it to your daily calendar and make sure your staff is fully aware of the new procedures. Build in inspection times and checklists for quality control.

## #4  Market Your Covid-19 Plan

As businesses begin to re-open, consumers will look for those locations who have clearly marketed their COVID-19 safety plan. Big franchises as well as other small businesses who have already remained open have executed this very well and for some it has really increased their numbers. When you begin to market your back open for business, follow it up with your plan and protocols. Consumers will notice and will make sure they are entering a safe environment.

## #5  Respect the Process

This process of re-opening will constantly adjust as our leaders evaluate the current environment. Just as many people who are ready for business to be as usual, there are others who will remain overly cautious for quite some time. If you cater your plan to the cautious the more open consumers will respect those procedures. The lack of "COVID-19 Safety Plan" will undoubtedly lose some consumers. The faster we adhere to safety protocols, the faster we all will get back to business as usual.

GGCC Gaithersburg-Germantown Chamber of Commerce, Inc.

# BRINGING BACK THE UPCOUNTY

## MAKE A COMMITMENT TO COMBATING COVID-19

### COMMIT TO COMBATING COVID-19 TOGETHER

- We recommend following the Centers for Disease Control and Prevention guidelines
- Maryland Department of Health guidelines
- All businesses should also refer to any and all regulations provided by their respective building management

## PLANNING TO REOPEN

### WE WANT TO ENSURE YOU HAVE EASY ACCESS TO RESOURCES

- MD Strong: Roadmap to Recovery
- SBDC Tool Kit
- CDC Guidelines for Office Buildings
- OSHA Guidelines
- Checklist for Reopening After COVID
- Back to Business Guidelines

## ECONOMIC RECOVERY RESOURCES

### WE WANT TO MAKE CERTAIN THE NORTH I-270 CORRIDOR REBOUNDS IN A SAFE AND STRONG MANNER

- Back to Business
- Workplace Health and Safety
- PPE Resources
- HR Issues For Returning Employees

**Gaithersburg-Germantown Chamber of Commerce, Inc.**

WWW.GGCHAMBER.ORG | 301.840.1400

# Keeping the Workplace Safe

PRACTICE GOOD
HYGIENE

STOP HANDSHAKING &
AVOID TOUCHING FACE

INCREASE
VENTILATION

USE
VIDEOCONFERENCING

ADJUST/POSTPONE
LARGE GATHERINGS

LIMIT BUSINESS
TRAVEL

LIMIT FOOD
SHARING

STAY HOME IF YOU OR
A FAMILY MEMBER
IS SICK

USE BOOKING SYSTEM
TO STAGGER
CUSTOMERS

LIMIT CASH
HANDLING

USE ONLINE
TRANSACTIONS

PRACTICE SOCIAL
DISTANCING

HOLD MEETINGS IN
OPEN SPACES

REMIND STAFF OF
HAND WASHING

SANITIZE HIGH
TRAFFIC AREAS

COMMUNICATE
COVID-19 PLAN WITH
STAFF

# Preparing Your Space

Before reopening, you must sanitize your business to limit the spread of germs to your employees and customers. Keep this process limited to as few people as possible.

Disinfect your business before anyone returns to work. Sanitize and disinfect all areas, giving special attention to tools, workstations and equipment, restrooms, food service areas, common surface areas, phones, computers and other electronics.

Replace HVAC air filters or clean/disinfect existing filters. Increase ventilation by opening windows or adjusting air conditioning.

Put tight controls in place on who enters and exits the site during the cleaning shutdown. Limit the number of workers during this time.

RE-OPENING YOUR WORKPLACE IN A COVID-19 ENVIRONMENT

## DEEP CLEANING

COVID-19 "deep-cleaning" is triggered when an active employee is identified as being COVID-19 positive by testing. Sites may opt to have a deep cleaning performed for presumed cases, at their discretion.

Identify an approved external company that should carry out the deep cleaning activity; this company must have the minimum requirements of:
• Trained personnel to execute the process of cleaning, disinfection and disposal of hazardous waste
• Proper equipment and PPE to perform the task
• All necessary procedures and local authorizations or permits to perform disinfection services and manage any wastes generated
• Use of approved COVID-19 disinfectant chemicals to perform this activity

# #StopTheSpread

# How to use a mask?

**Source:** World Health Organization

**GGCC**

### Before Putting on a Mask:

**Clean hands** with **alcohol-based hand rub** or **soap and water**.

### While Wearing a Mask:

1. **Cover your mouth and nose.** Make sure there are no gaps between your face and the mask.

2. **Avoid touching the mask.** If you do, clean your hands with alcohol-based hand rub or soap and water.

3. Replace the mask with a new one as soon as it is damp. **Do not re-use single-use masks.**

### To dispose of the mask:

1. Remove the mask from behind using the strings. **Do not touch the front of mask.**

2. Discard the mask **immediately** in a closed bin.

3. **Clean hands** with **alcohol-based hand rub** or **soap and water**.

# Closing

Remember your Chamber team is here to help you and your business during this time. Do not hesitate to call or email us with your questions, concerns or ideas. We will continue to update our resources to serve you as this fluid situation develops.

Thank you for your support. Thank you for your drive. Thank you for your grit. Thank you for making the Upcounty what it is -- a place where amazing things happen.

**#ChamberStrong**
**#GGCCStrong**
**#UpcountyStrong**

# Resources

Website
[www.ggchamber.org](http://www.ggchamber.org)

Economic Recovery Resources:
[www.ggchamber.org/economic-recovery-resources-2/](http://www.ggchamber.org/economic-recovery-resources-2/)

Chamber Events:
[https://cca.ggchamber.org/evtlistingmainsearch.aspx](https://cca.ggchamber.org/evtlistingmainsearch.aspx)

Chamber Membership Information
[www.ggchamber.org/join-us/](http://www.ggchamber.org/join-us/)

Montgomery County Government – COVID-19 Resources
[https://montgomerycountymd.gov/Biz-Resources/covid19/](https://montgomerycountymd.gov/Biz-Resources/covid19/)

Maryland Business Express
[https://businessexpress.maryland.gov/](https://businessexpress.maryland.gov/)

SBDC Tool Kit
[https://www.virginiasbdc.org/recoveryresourcecenter/](https://www.virginiasbdc.org/recoveryresourcecenter/)

County's Reopening Requirements
[https://bit.ly/2XQfuKM](https://bit.ly/2XQfuKM)

BACK TO BUSINESS