



RESTARTING MAINE'S ECONOMY

COVID19 Prevention Checklist Industry Guidance

The State of Maine has adopted a staged approach, supported by science, public health expertise and industry collaboration, to allow Maine businesses to safely open when the time is right. The plan is available at www.maine.gov/covid19/restartingmaine.

This is one of many industry guidance documents for business that the State is preparing for businesses so they can be prepared to meet health guidelines and reopen safely. Please make sure you pair this document with the general guidance document that applies to all industries, which is available on maine.gov/DECD.

Please note: This document may be updated as additional information and resources become available.

Phase 1: Marinas, Boatyards, and Marine Manufacturers *Updated May 5, 2020*

Customers

- Inform your customers of your COVID policies and procedures in advance, if possible.
 - Customers should not come in facilities if they feel ill.
 - Maintain physical distance of 6 feet in any waiting or service areas
- Use posters and signage to remind customers of physical distancing at entrance, waiting areas, and counters.
- Encourage customers to limit who they bring into the marina business shop, particularly children.
- Support physical distance between customer and staff by taping off 6 feet distance from counter. Consider installation of plexiglass barriers to maximize physical distancing.
- Minimize foot traffic and limit number of customers inside common areas.
- Do not let customers in work area.
- Minimize shared touch surfaces such as tablets, pens, credit cards, receipts and keys.
- Boaters arriving by water: Out of state clients should remain on their boat until the Executive Order requiring a 14 day quarantine for out-of-state visitors is lifted by the In the event an owner or other persons wish to work on their vessel, remind them about the physical distancing policies. This is important to protect your employees as well.

Marina Services

- Minimize customer face-to-face exposures as much as possible. Schedule service appointments by phone or email. Schedule sales appointments by phone or email.
- Maintain physical distancing in customer lounges or waiting areas or consider closing these spaces entirely. Do not serve coffee or snacks.
- Require employees to practice good hand hygiene with frequent handwashing and especially between contact with customers and customer equipment.
- Employees should wear face coverings.
- Cleaning and disinfecting of boats should be done when:
 - Boat is brought in for service and returned to customer
 - Boat is taken for a trial run
 - Used boat is taken in for trade or auction
- Consider customer boats as “hot spots” with high touch surfaces and some confined areas
- Customers should declutter boats before service to minimize staff contact with items inside the boat.
- Repeat disinfection after servicing.
- Create a designated “touch-free” drop spot for parts deliveries
- Disinfect boats received via delivery trucks or other services per cleaning procedures described below.
- **Disinfection of boat**

Clean using the appropriate EPA approved material for the appropriate surface. For example:

 - Door handles, inside and out
 - Armrests
 - Steering wheel
 - Seats
 - Console
 - Any push buttons
 - Shift levers, throttle, choke, kill switch, cords, and knobs
 - Hazard lights and buttons
 - Cup holders
 - Rails
- Communicate with subcontractors to check on the safety measures that they are using.
- Make sure service payments or sales are online or curbside with electronic payment.

- Use signage to restrict public access by people walking near docks or driving in just to look around.
- Consider limiting customers to only using the head on their boats.
- Limit launch service to one boat crew at a time or offer no launch service at all.
- There should be no congregating on docks.
- Minimize helping customers or having them help each other with dock lines unless there is risk of damage or injury.
- Ask employees and customers to give each other space. Do not walk onto a float or ramp until someone else has vacated the space.
- Remind people to hand wash or sanitize after touching dock lines, dock cart handles, fuel pumps, and hand railings.
- Keep pets leashed.
- Customers should return to their cars directly after boating without lingering or congregating.
- Consider adding sanitation options in key areas such as fuel pumps or near handrails.
- If your customers use launch ramps, remind them to launch and haul away from others and only have their own crew handle lines. If customers arrive at a launch that has a full parking lot, they should keep moving to another location.
- On the Water: If boats are rafting up, they must comply with current standards for number of people and physical distancing. If boaters are cruising to other marinas, suggest they call or research if their destination has any limitations or restricted access for transient boaters.
(Updated 5/5/20)

Sales

- Modify marina test-drive policy to exclude personnel ride along.
- Disinfect boat after test drive. See disinfection guidance above.
- To the extent possible, conduct online and telephone customer communication to minimize face-to-face interactions.
- Limit customers in office or showroom at any one time. Conduct sales and service business by appointment only at this time. Call ahead for urgent service visits.
- Keep limited number of boats in showroom to enhance physical distancing. Boats in the showroom are also high-touch surfaces and need regular wiping down.
- Operate with reduced sales personnel in showroom, other personnel can work remotely.
- Conduct paperwork in a spacious area for customer to review – sign – return, while maintaining physical distance of 6 feet. Do not share pens.
- Avoid special events/promotions that could draw large numbers of the public to the marina at one time.