

## *How will the MDOT MVA protect the safety and health of its customers and staff?*

In addition to operating on a limited, **appointment-only basis**, procedures have been put into place to protect customers and MDOT MVA staff, including:

- **Face coverings** – Effective May 15, 2021, wearing face coverings at MDOT MVA will be voluntary. Customers experiencing flu-like symptoms or who have recently been exposed to someone with symptoms should postpone scheduling an appointment at this time.
- **Temporal scan** - ALL MDOT MVA staff and customers will be required to have a temporal scan of body temperature before entering a branch office.
- **Health screening questions** - ALL MDOT MVA staff and all customers will be asked health screening questions prior to entering any of the MDOT MVA branches. View the questions [here](#).
- **Safeguard dividers** – MDOT MVA has installed plexiglass dividers at each station to protect customers and staff during transactions.
- **Social distancing** – All Marylanders are advised to practice social distancing to prevent the spread of COVID-19. Social distancing procedures will be in effect at all MDOT MVA branches, including floor stickers to mark safe and proper distances.