

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** – MDOT MVA employees and all customers will be required to wear face coverings while in branch offices. Customers experiencing flu-like symptoms or who have recently been exposed to someone with symptoms should postpone scheduling an appointment at this time.
- **Health screening questions** - ALL MDOT MVA customers and staff will be asked the following health screening questions prior to accessing any of the MDOT MVA branches:
 - Have you developed ANY of the following symptoms of COVID-19 infection in the last ten (10) days: Fever, chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, unusual headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea, vomiting or diarrhea?
 - Have you had a positive test for COVID-19 infection within the past ten (10) days?
 - Within the last ten (10) days, have you been within six (6) feet for longer than 15 minutes with someone who has suspected or confirmed COVID-19 infection, WITHOUT taking proper precautions like wearing a mask and frequently washing your hands during this contact period?
- **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.