

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** – ALL MDOT MVA staff 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.
- **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 the following health screening questions prior to entering any of the MDOT MVA branches:
 - Do you feel ill today, or have you had ANY of the following NEW symptoms in the last ten (10) days including: 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, or have you been tested within the past 10 days because of symptoms and are waiting for the results?
 - Within the last fourteen (14) days, have you had close contact with someone diagnosed with or tested for COVID-19 because of symptoms, or been told to quarantine by a health care provider or local health department because of close contact with someone with COVID-19?
- **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.