



ALL NCHC Facility Expectations Regarding Face Masks and Face Coverings | May 19, 2020

- Employees will continue to wear surgical masks AT ALL TIMES while at work, as they enter/exit or walk in hallways and public spaces in our facilities.
- As employees enter/exit the building, await screening or are walking to their program or work areas within the building, you are required to wear a face covering during this time – either a cloth face covering or surgical mask is acceptable. This is a requirement of all staff on NCHC.
- Employees will continue to practice physical distancing in shared work spaces.

How Can You Support Visitors Who Do Not Want to Wear a Face Mask or Face Covering?

DO:

- A. Normalize the ambivalence**
“Masks can be uncomfortable”
“Many people do not like wearing the mask”
- B. Ask for permission to share information**
“Can I share with you why we have these rules in place please?”
- C. Offer choice**
“How might we make wearing this mask more comfortable for you?”
(Be prepared with suggestions if they don’t know)
- D. Empathize**
“You feel uncomfortable wearing a mask”
“You don’t want to be told what to do”
- E. Remain calm**
“Let’s work together”
- F. Affirm efforts**
“Thanks for being willing to follow the guidelines”

DON’T:

- A. Enforcement**
“You have to wear a mask”
- B. Give Ultimatums**
“Wear a mask or you’ll have to leave”

DO:

1. Use the techniques to the left to ask the person to put a mask on.

If they do not put mask on:

2. Contact a Manager in the areas to speak with individual.

If they do not put mask on:

3. Ask the person to leave.

If they do not put mask on and refuse to leave the facility:

4. Call law enforcement.

FOLLOW UP

If you carry out any of Steps 2-4 above:

- Complete an Occurrence Report in Safety Zone.

If you carry out Step 4 above:

- Call Admin On-Call x4488
- Complete an Occurrence Report in Safety Zone.