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.