Sample Script for Employees about Face Covering Requirements

Tri-County Health Department

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"Hello! Welcome to [business name].

I see that you aren't wearing a face covering.

Do you have a face covering available to put on now? "

If no,
"Are you willing to wear one?"

If no,
"In order to protect our staff and the public, we will need to make alternate arrangements to provide this service to you. Thank you for understanding. We're doing our part to keep everyone safe and to follow all the requirements of the State's Safer-At-Home Order."

Select the option(s) that work best for your situation.

If yes,
consider providing face coverings to customers.

If yes,
"Great and thank you for bringing one! Please put your face covering on now and we'll continue [checking you in, placing your order, browsing the products]. Thanks again for putting your face covering on and for coming in today!"

Offer to complete the transaction online or by phone

Move the transaction outdoors

Offer to conduct personal shopping indoors on behalf of the customer

If the options above are not possible, "Do you have a disability that prevents you from wearing a mask?"

If yes,
Do not inquire further what the disability is. Places of public accommodation should make reasonable efforts that allow individuals with a disability (i.e. breathing issues, facial disfigurement, etc.) that prevent them from wearing a mask to use a place of public accommodation, unless the place of public accommodation can demonstrate that it would cause an undue burden or that it would require any additional expense that would not otherwise be incurred. For example, consider offering curbside pickup, a personal shopper or outdoor seating. You may also consider altering procedures to complete a transaction quickly to have less possible exposure time and with extra distancing and cleaning protocols in place.

Please note, you should not ask for documentation of a disability. You may exclude an individual that is not wearing a mask, even if they have a medical exemption.

If no,
"Unfortunately we won't be able to provide you any [services/products] right now. Thank you for understanding. We're doing our part to keep our customers and staff safe and to follow all the requirements of the State's Public Health and Executive Orders to keep our business open. We don't want to jeopardize this in any way. When you are willing to wear a face mask, please [re-book online, call to reschedule, come back and shop], however, I must kindly ask you to leave now."

See the state guidance about providing reasonable accommodation or https://www.tchd.org/836/Safer-at-Home-Guidance-for-Businesses for additional information. Thank you for helping our community remain as healthy as possible.