Sample Script for Employees about Face Covering Requirements

Updated June 8, 2020

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 ves,

"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 enter or 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 altering procedures to complete the transaction quickly to have less possible exposure time and with extra distancing and cleaning protocols in place.

Please note if the individuals' presence would result in a direct threat to the health or safety of others, you may exclude that individual.

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 everyone safe and to follow all the requirements of the State's Safer-At-Home Order that allows our business to operate. 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."

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

name].

"Hello! Welcome to [business

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