The Pandemic Preparedness Team has approved only gaiters as alternatives to mask; face shields, scarves, and bandanas are not approved alternatives. Employees who are unable to wear a mask or gaiter should be referred to the Office of Equal Opportunity.

**Talking Points: Expectations in the workplace**

- I am excited to work together again on campus/in the office.
- Your/our role is important to the university, because...
- To be able to do this we must follow University public health requirements to ensure a healthy environment.
- Together we can all accomplish our unit’s objectives and maintain a healthy environment.

The University is doing many things to make the return successful:

- Communicating through the Pandemic Planning Team the public health expectations on university grounds.
- Finding ways to educate students, faculty and staff of the expectations while on our campuses and creating process to handle non-compliance.
- We, including me, are expected to follow these public health precautions. They may change over time. If they do, I will ensure you have the most up to date information. ([www.covid.colostate.edu/](http://www.covid.colostate.edu/))
- Complete a COVID Reporter if I experience COVID symptoms or receive a positive COVID test
- Wearing a mask always while in university buildings.
- Anyone can choose to wear a mask if they wish to as well, but masks are not required outside.
- Wash hands with soap and water or use hand sanitizer frequently.

Doing these things will create the best environment for all of us. Are there any questions?

I realize that from time to time we may forget to follow these precautions. If so, we will remind each other. Repetitive or intentional violations are a different matter and may be cause for formal disciplinary action.

Anyone who has a documented medical reason that they cannot wear a mask should request an adjustment to their work arrangements through the Office of Equal Opportunity.

I am happy that we are all able to return to campus/the office (or remain on campus/the office).
I’m here with you if you have any questions or concerns. Please feel free to reach out to me.

**Mask compliance scripts**

The following scripts can be followed when an employee is not wearing a mask.

**If an employee arrives at work and is not wearing a mask**

“I see you are not wearing a mask. I realize we are all getting used to the mask requirement. Do you need me to help you get one?”

If the answer is yes, the employee needs help getting a mask:

1. Offer the employee a mask to wear if you have one available.
2. Offer to allow the employee to return home, if convenient, or return to their vehicle or other nearby area to retrieve one.
3. Remind employee that they need to remember to wear their mask every day.

If the employee refuses to wear an offered mask and does not indicate they are unable to wear a mask:

1. Provide a gentle reminder that all employees are required to wear masks when indoors.
2. Again, request that the employee please put on a mask.
3. Inform them if they refuse, they will be placed on leave without pay pending a consideration of disciplinary action up to, and including, termination of their employment.

➤ If the employee says they cannot wear a mask due to a health impairment, see the recommended script and action in section C, below.

If employee refuses to put on an available mask, the best practice is to conduct step three again with the presence of another supervisor or leader from your work area.
• **If employee agrees to put on mask**, remind them that masks are required and you appreciate their compliance with the state and county health orders. Notify them that you will be sending them an email confirming this requirement and documenting the incident. In the future, you expect them to wear a mask when asked.

• **If the employee refuses to put on the mask and does not speak to a health impairment**, notify them they are being placed on leave without pay as disciplinary action is being considered. Ask them to leave the workplace. Ensure you have current contact information for them. Contact your HR representative. If the employee does not leave or if during the conversation the employee becomes threatening, contact CSU police.

If the answer is no and the employee states they CANNOT wear a mask (whether they identify a medical reason or not – please do not seek or inquire about any medical/health information):

1. Provide a gentle reminder that the University requires all employees to wear masks on all University property as an expectation of the job to comply with University guidance, help slow the spread of COVID-19 and mitigate the risk for others.
2. Inform the employee if they believe they have a health impairment that limits their ability or makes them unable to wear a mask, the Office of Equal Opportunity is a resource and can speak to the process for obtaining an exemption.
3. Inform the employee they cannot be on site without wearing a mask and should take leave while they are working with OEO.

If an employee, student, or other individual comes to you and complains that an employee is not wearing their mask:

• Thank the individual for bringing the matter to your attention. Follow up with the employee and engage in the conversation above if you have not received confirmation from OEO regarding the employee.
• As a supervisor, if one of your employees seeks an exemption, you will receive confirmation of any granted exemption from the Office of Equal Opportunity.

*Updated Aug. 18, 2021*