Encounter Individual Not Wearing a Face Covering

Is the individual in space over which you have oversight (e.g., classroom, office, meeting)?

Yes

Does the individual identify as one of the following?

Student

1. Ask the individual to put on a face covering, and let them know that face coverings are required in this space. If you are in a classroom setting, it may be helpful to greet individuals as they walk in so that you can address students on an individual basis. You may also need to remind them of the appropriate wear of a face covering.

2. Offer a disposable face covering if they do not have one. Do not debate with the student. Use positive, direct language.

3. Remind individual this is a university requirement, not your own. Apologizing for the inconvenience but reinforcing that this is a requirement can help.

4. Offer virtual service or course options, if available.

5. There may be legitimate reasons for being unable to wear a face covering and sensitivity is encouraged. There may be an informal resolution that involves directing the students to request acceptable accommodations with Disability Services. Disability Services will work with faculty to review requested accommodation for students who cannot wear face coverings in class. Medical information should not be requested outside of these processes.

6. In cases where students have been resistant to wearing masks or follow other virus mitigation requirements, despite attempts to educate and accommodate them, faculty retain a number of options to manage the situation.

Faculty can remove a student from a classroom for one session and immediately contact the Dean of Students (notification must be made within 24 hours). If this occurs, you could say something like the following “OK, then I need to ask you to leave the class and then email me so we can work out an online alternative for you.” If an individual refuses to leave, call Campus Police (801-626-6460).

Faced with a resistant student, faculty can cancel class, notifying the student and the Dean of Students about the violation of the policy.

Employee

1. Remind the individual to put on a face covering if they are visiting or sharing your space. You may also need to remind them of the appropriate wear of a face covering.

2. Offer a disposable face covering if they forgot to bring theirs. Do not debate with individual. Use positive, direct language.

3. Remind individual this is a university requirement, not your own.

4. Offer virtual service or meeting options. Think creatively. The goal is to “get to yes.” Could you potentially meet outside, socially distanced?

5. There may be legitimate reasons for being unable to wear a face covering and sensitivity is encouraged. Employees who need reasonable accommodations related to face coverings can contact Human Resources for assistance. Medical information should not be requested outside of these processes.

6. Work through the supervisory hierarchy to move concerns to the next level if they are not resolved through education or accommodation. If an employee still refuses to comply, please contact Human Resources.

Visitor

1. Ask the individual to put on a face covering, and let them know that face coverings are required in this space. You may also need to remind them of the appropriate wear of a face covering.

2. Offer a disposable face covering if they do not have one. Do not debate with individual. Use positive, direct language.

3. Remind individual this is a university requirement, not your own. Apologizing for the inconvenience but reinforcing that this is a requirement can help.

4. Offer virtual service or meeting options where available. Think creatively. The goal is to “get to yes.” Could you potentially meet outside, socially distanced? Is there another way your service could be provided?

5. Please take steps to ensure that services can be provided for visitors. There are some limited instances where individual visitors may need to be referred to another department. Disability Services will assist with these. For example, a deaf or hard-of-hearing visitor may request assistance with communication access. If your department has clear masks, can use chat/email to communicate, and materials are captioned, then a referral may not be necessary. However, if the visitor requests further accommodations, a referral is appropriate. This might include communication access (ASL interpreting, transcription, captioning), adaptive equipment requests (clear masks, software for enlargement), braille, etc.

6. If the individual refuses to put on face covering, ask them to leave. If an individual refuses to leave, call Campus Police (801-626-6460).

No

If an individual is not coming directly into contact with you or is in a common space, you do not have to address the individual not wearing a face covering.

You can share information about individuals not wearing face coverings, or the improper wear of face coverings, with an employee’s supervising department or vice president, Human Resources, or a responsible administrator in the space you are in.

There may be exceptions in place for why an individual is not wearing a face covering.

In General:

Have face coverings available to hand out
Know where they are located
Communicate expectations for how to address individuals not wearing masks in your area