

Sample Workplace Script for Customer Face Mask Conversations

Updated: 10/05/2021

Prioritize Public Safety: If, at any time, any person causes staff or other patrons to feel unsafe, **contact law enforcement immediately.**

Notice Regarding Legal Advice: This resource and resources on the Boulder County Public Health [webpage](#) are for informational purposes only. These resources do not constitute legal advice nor are they a substitute for legal advice. Businesses, individuals, and other organizations should consult with an attorney for questions concerning their legal rights or responsibilities.

Script for Businesses Concerning Masks and Public Health Order	
<p>INTRODUCTION: Hello! Welcome to [business name]. Pursuant to the public health order, you are required to wear a mask while inside this space. Do you have a mask available to put on now?</p>	
YES	<p>Great, and thank you for bringing one!</p> <p>Please put your face mask on now and we'll continue...</p> <ul style="list-style-type: none"> ■ checking you in ■ placing your order ■ browsing products ■ etc. <p>Thanks again for putting your face mask on and for coming in today!</p>
NO	<p>Supply a mask. If they agree to wear it, move to "YES."</p> <p>If you do not have masks available, or they refuse to wear it, see script below:</p> <p>Unfortunately, since you do not have a face mask...</p> <p>OR</p> <p>Unfortunately, since you do not <u>want to</u> wear a face mask...</p>

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	<ul style="list-style-type: none"> ▪ ...we need you to step back outside as we won't be able to provide you any [services/products] indoors until/unless you put on a mask. ▪ If applicable: We can offer you services remotely online or over the phone or curbside service. ▪ Thank you for understanding, as we're doing our part to keep everyone safe and to follow all the requirements included in Boulder County Public Health's local mask order, which requires all persons aged 2+ to wear masks in indoor public spaces. ▪ Compliance with the order is not only legally required, but also helps to keep everyone safe and keep our business open during high/substantial rates of COVID-19 spread in our community, which we do not want to jeopardize in any way. <p>When you have a face mask available, please...</p> <ul style="list-style-type: none"> ▪ re-book on online ▪ call to reschedule ▪ come back & shop <p>However, I must kindly ask you to leave now. If the person refuses to leave as requested, contact law enforcement for support.</p>
<p>CANNOT MEDICALLY TOLERATE</p>	<p>Pursuant to the State of Colorado's Civil Rights Guidance for Public Places, options include:</p> <p>Reasonable Accommodations: Our business offers the following accommodations for people who are unable to tolerate a mask due to a medical condition(s):</p> <ul style="list-style-type: none"> ▪ Online or over-the-phone service ▪ Perform service outdoors ▪ Curbside pickup/delivery ▪ Schedule an appointment during off-hours to limit exposure to you and others

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	<p>Despite Reasonable Efforts, Unable to Offer Reasonable Accommodations Due to Demonstrable Undue Burden or Additional Expense: Unfortunately, our business is unable to offer alternatives for these indoor, in-person services.</p> <p>Direct Threat to Health or Safety of Others: Due to the nature of our [business, facility, services, etc.], we are unable to permit entry of unmasked persons due to the threat posed to the health or safety of others.</p> <p>Unable to Offer Reasonable Accommodations and NO Direct Threat to Health or Safety of Others: Allow individual with a disability to fully use and enjoy the premises.</p>
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Additional Items

- **Signage Requirement:** Businesses must post “masks required” signs under [Boulder County Public Health Order 2021-08](#). Signs in English and Spanish available [here](#). If your business has masks available for customers, BCPH recommends posting signs at entrances that read “Don’t worry, if you don’t have a mask, we have you covered,” to make it easier to provide masks to customers that need them.
- **If patrons are upset about local mask requirements,** refer them to Boulder County Public Health to report their concerns and ask questions:
 - **Concerns:** Boulder County Public Health’s online Report a Concern form (in English and Spanish): boco.org/covidviolations
 - **Questions:** Email healthinfo@bouldercounty.org
 - **Concerns or Questions:** Boulder County Public Health Call Center, 720-776-0822, Monday – Friday, 9:00 a.m. to 2:00 p.m.
- **If your business has questions or needs additional support,** please email Boulder County Public Health’s Business Liaison Team at COVIDbiz@bouldercounty.org

Thank you for your commitment to protecting the public health of Boulder County.

Boulder County Public Health