

Re: Sample Policy Mandatory Use of Masks/Face Coverings [Name of Establishment]

SAMPLE SCRIPT FOR GREETERS

SCENARIO ONE (Educational & Non-Confrontational)

GREETER: Hello, welcome to [name of establishment].

Individual/customer is entering without mask.

GREETER: Did you know that with the new mask/face covering directive, customers should be wearing a mask/face covering? We understand that it is an inconvenience, however, if you are able, can you please wear a mask/face covering while in our store. Your mask protects others, and others' masks protect you!

Thank you, we really appreciate your cooperation!

SCENARIO TWO (Compliance with Verbal Medical Exemption)

GREETER: Hello, welcome to [name of establishment].

Individual/customer is entering without mask.

GREETER: Did you know that with the new mask/face covering directive, customers should be wearing a mask/face covering?

Customer states that they cannot due to medical conditions.

GREETER: Please maintain a physical distance and follow other public health measures while in the store. Thank you!

SCENARIO THREE (Potential for Greater Confrontation)

GREETER: Hello, welcome to [name of establishment].

Individual/customer is entering without mask.

GREETER: Did you know that with the new mask/face covering directive, customers should be wearing a mask/face covering?

Customer states that they do not want to. No reason. They refuse due to Human Rights.

[Decision is on the business as to how they would like to respond. RCDHU encourages Operators not to deny entry to someone not wearing a mask. The intent of the directive is not to have people denied entry because they are not wearing a mask, yet it is intended to educate people on the benefits of wearing masks when in enclosed public spaces where physical distancing cannot always be maintained. The other reason for

this is due to medical exemptions which are also stated in the directive and some people do not want to disclose this due to Human Rights].