

Face Covering FAQs

What is a mask or face covering? What kind of mask do I need to wear?

In care delivery settings, for those at high risk, and for those who come in contact with direct care staff and those we serve, the use of a surgical mask is strongly recommended.

In office settings, a surgical mask is preferred.

The mask must cover the nose and mouth. It can be secured to the head with ties or straps.

Cloth face coverings, such as those sewn by hand or improvised from household items such as scarfs, T-shirts, sweatshirts, or towels are not considered PPE and are not recommended but offer better protection than no mask or face covering.

What if I am unable to wear a face covering for medical reasons?

If your position allows and you have your manager's approval, you may be able to work from home until the public health threat posed by COVID-19 has abated and masks are no longer required. If your position does not allow you to work from home and you have a medical condition where you feel you are unable to wear a face covering, reach out to your manager and HR manager. HR will provide you with proper procedures to request an accommodation if appropriate and depending on your job duties.

What if I choose to *not* wear a face covering while at work?

You are required to wear a mask at work. In a private office, with a door that closes, or at a personal workstation where a six-foot distance can be maintained from others, the use of a mask is optional but must be nearby should a situation arise (e.g., another person enters the room/station or you leave the room/station). You are required to wear a face covering in common spaces like bathrooms and breakrooms and in hallways.

Where do I get a mask?

The company can provide a mask if you do not have one. Please work with your manager.

In care settings, surgical masks will be provided.

Should my patient or client be wearing a mask?

Yes, wherever possible those we provide care and services for should also follow these guidelines. This is a great opportunity to provide education for our patients, clients and their families/guardians. There are circumstances where our clients may be unable or are unwilling to wear a mask. In this case, the service plan or plan of care/treatment may need to be adjusted to limit community activities, etc. Reach out to your supervisor or your Director of Clinical Practice to discuss the specific circumstances to ensure the health and safety of all.