

There are three face covering orders in place.

1. The Governor's Safe Start Order and the Department of Labor & Industries require employers to provide, at no cost, appropriate face coverings or masks that must be worn by all employees who don't work alone.

2. The Secretary of Health has ordered all individuals to wear a face covering in any indoor public setting or when outdoors and unable to maintain 6 feet of physical distance from others.

3. The Governor's Proclamation directs businesses to not allow customers or visitors to enter or conduct business without wearing a face covering. This document provides suggested best practices for implementing this policy.

MASKS/FACE COVERING

Best Practices for Enforcement

WHO DOES THIS APPLY TO? EVERYONE!

All organizations must post signage informing customers of the mask requirement.

You are encouraged to take the following steps if a customer or client who is not wearing a face covering attempts to enter:

1. **Educate your clients about the public health requirement to wear a mask or face covering.** You may choose to keep a supply of disposable masks to offer to customers who do not have one.
 - If a client indicates they are exempt from the requirement to wear a face covering due to a medical condition or disability that prevents them from wearing a mask, the governor's proclamation *does not require that any additional steps be taken to enforce the requirement for that individual.* You cannot inquire about an individual's underlying health or medical conditions.
 - **Employees** must provide their employer with an accommodation statement from their medical professional if exempt from the mandate. Employers cannot allow the employee to work without a mask and with no other mitigations or accommodations such as increased social distancing.



2. **Offer an alternative** for customers not wearing face coverings such as curbside pickup, delivery, or a scheduled appointment where physical distancing can be ensured.
 - If your organization chooses to allow entry to customers not wearing face coverings, additional safety precautions may include opening doors and windows, limiting the length of the visit, and increased physical distancing.
 - In all cases, *recognize that outdoors is safer than indoors, fewer people is safer than more, shorter visits are safer than longer visits*, and more physical distance is safer than less.
 - Organizations should be particularly thoughtful about how to provide accommodations for customers who indicate they have a disability covered under the Americans with Disabilities Act or the Washington Law Against Discrimination.
3. If a customer or individual **refuses to wear a face covering, refuses alternative service options**, and does not indicate that they are medically exempt from the requirement to wear a face covering, they should be *told that the business cannot serve them and that they need to leave the premises*.

FAQ: (Complete responses to common face coverings requirements from L&I can be found [here](#))

Do workers have to wear cloth face coverings when interacting with clients while they're behind a Plexiglas barrier and are safe-distanced?

Yes.

Are face shields an acceptable substitute for masks or cloth face coverings?

No.

Does an employer have to inform employees about COVID-19 hazards and the possibility of it being in the workplace?

Yes. If the employer is aware there is an above-normal risk of COVID-19 in their workplace, they need to inform employees of the heightened risk. A general statement will suffice.