

## Customer Service Support

### Face Coverings

Face coverings which cover your mouth and nose are required in all city facilities.

A mask will be provided to guests if they do not have one.

The only exceptions are:

- Persons age 2 years old or younger.
- Persons with a medical condition, mental health condition, or disability that prevents wearing a face covering. This includes persons with a medical condition for whom wearing a face covering could obstruct breathing or who are unconscious, incapacitated or otherwise unable to remove a face covering without assistance.
- Persons who are hearing impaired, or communicating with a person who is hearing impaired, where the ability to see the mouth is essential for communication. To the extent possible, guests should use written communication to avoid the need for removing masks.
- Persons for whom wearing a face covering would create a risk to the person related to their work, as determined by local, state, or federal regulators or workplace safety guidelines.

### Talking points for staff:

#### Scenario: Guest does not have a face covering on.

1. I see you're not wearing a mask. To keep both you and our employees safe, the city is still requiring everyone to wear a mask in city facilities. If you don't have one, we can provide one for you.
2. In order to come into the (facility), you must wear a mask. If that doesn't work for you, you are welcome to utilize online city services (if applicable depending on department).
3. Hi there and welcome! I need to ask you to please wear a mask while you're at the (facility).
  - a. If the guest complies: Thank you so much – we appreciate your cooperation!
  - b. If the guest resists: According to California Department of Public Health face covering guidance, businesses can choose to require all patrons to wear a mask. To protect the health and safety of our employees and others, the City of Carlsbad requires all to wear masks while in facilities. Thank you so much for cooperating.
  - c. If guest continues to refuse: We have explained our protocols and offered you alternative options. We need you to please wear a mask or we will have to ask you to leave for the day.
  - d. If guest refuses to leave, a supervisor or manager may inform the guest: We have asked you to leave for the day and you're not complying. I need to you please leave immediately. If you do not comply, I will need to contact law enforcement.

**Note to staff: Do not attempt to argue the validity of statements or claims made by guests regarding masks or health orders.**

**Scenario: Guest cannot wear a face covering due to a health condition.**

1. If you are not able to wear a face covering, there are many other ways we may be able to help you. Can you tell me what you're looking for *or* what brought you to the (facility) today? Then, depending on the reason, offer a relevant resource depending on department (virtual offerings, assistance by phone or chat, etc.)
2. If the guest replies with "I am disabled or \_\_\_\_\_, and you are discriminating against me by not allowing me to come into the \_\_\_\_\_(facility)" I apologize for the inconvenience. Is there another way I can assist you today?
  - a. If the guest persists, escalate to a department supervisor or manager.

**Scenario: Guest removes their face covering once in the city facility or is not wearing their face covering over nose and mouth.**

1. We are pleased to have you back in the (facility) today. Please continue to wear your mask over your nose and mouth while visiting to protect the health and safety of our employees and others.
2. You must use a face covering the entire time you are inside the (facility), and it must cover your nose and mouth at all times. If you are not able to do this, we will need you to leave the (facility) today. We do have other options for serving you... we would be happy to assist you remotely or over the phone (if applicable).

## **Physical Distancing**

The city is requiring everyone to maintain physical distancing of at least 6 feet from others whenever possible while in any city facility. The use of a face covering is not a substitute for physical distancing.

**Talking points for staff:**

**Scenario: Guest is standing too close to staff or others.**

1. Whoops. Looks like we've drifted a little too close. Thanks for keeping at least a 6-foot distance from other people. (Also model appropriate behavior by moving yourself to an appropriate distance or positioning yourself behind a service desk/furniture if possible).
2. Please remember to keep a 6-foot distance from others.
3. Hi there...it's good to see you today! Please remember to maintain the required 6-foot distance from others. Thank you!

**Scenario: Guest is standing too close to the service desk or trying to move around plexiglass or other barriers.**

1. I need to ask you to step back just a bit so we can maintain physical distancing. Thank you so much!
2. I need you to stay on that side of the desk/plexiglass to be able to safely serve you today.

**Scenario: Guest wants to chat with staff or is taking up too much staff time.**

1. We are so happy to have you back at the (facility) today. We need to make sure others have the opportunity to conduct their business too. If you don't have any other questions, we will need to be available to help other guests.

**General/Other**

**Talking Points to Staff**

**Scenario: Guest asks why other areas of the city or other city services are not available.**

1. The city is currently re-opening in phases with limited in-person services. Is there something I can assist you with today? Did you know we have [insert appropriate digital resource or virtual service]?

**Scenario: Guest offers opinion on validity of COVID-19/necessity for current restrictions/political motives/etc.**

**Note: Do not engage in a debate.**

1. There are a lot of complexities when dealing with COVID-19 throughout the state and country. We appreciate you following our requirements for city facilities.

**Scenario: Guest is complaining about another guest (sneezing or coughing, or any other reason).**

1. Thank you for bringing your concern (s) to our attention. We understand your concern(s) and staff will handle things from here. (Staff will monitor the situation. If a guest is observed by staff displaying symptoms of COVID-19, staff may ask them to leave or contact a manager onsite to ask them to leave.)
2. Everyone is welcome to visit the city facilities as long as they follow our rules of conduct. If someone is not following our rules of conduct, staff will be sure to address the issue.

**Scenario: Guest is observed by staff coughing, sneezing or showing other symptoms of COVID-19.**

1. It sounds like/looks like you might not be feeling too well today. Out of an abundance of caution and to ensure the safety of our staff and visitors, I'm going to have to ask you to leave the (facility) and return another day. According to our Safe Reopening Plan (have copy visible to all guests), "guests exhibiting COVID-19 related symptoms, identified by the Centers for Disease Control and Prevention, such as a combination of respiratory symptoms, fever and shortness of breath, will be asked to leave the premises."
2. If the guest resists, staff can say: I understand your frustration. Can I give you instructions on how to access our virtual services (if applicable)?
3. Provide the guest with the phone number and/or email to reach the appropriate staff who can assist with their need.