

Talking Points for Staff

Face Coverings

Face coverings that 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 happy to see you 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).