

University of Houston
COVID-19 Face Covering Compliance Procedures

- This document establishes the procedures for employees to follow during the COVID-19 pandemic in order to fulfill our responsibility in **supporting and implementing** the University of Houston requirement that all students, employees, visitors and contractors wear face coverings while on-campus, including in indoor public areas on campus, except where marked, even if you are alone. This includes all non-private office or residential spaces, such as lobbies, restrooms, classrooms, teaching and research laboratories, common spaces in residence halls, conference rooms, and break rooms; and in outdoor spaces where six feet or more of physical distancing is difficult to reliably maintain.
- This procedure prioritizes the health and safety of our employees as they provide front-line customer service.

To support our responsibility in implementing the university face covering requirement, using the approach of **ASK, OFFER, LEAVE**:

- If an employee, student, visitor, or contractor enters an indoor public area, you should advise the individual of campus policy and the importance of our shared responsibility to keep each other safe, and kindly **ASK** for the individual's cooperation.
 - *Example:* "Hi. My name is Emily (your name) and I would be delighted to help you today (your title/role in providing services). What is your name? It's nice to meet you Mary, I am not sure if you are aware, but UH requires a face covering inside all campus buildings for the health and safety of our community. Please wear your face covering in our Parking office (name of your service area) so I can assist you today."
- **OFFER** the individual the opportunity to retrieve their face covering from their car, purchase one at the bookstore or other vendor, and then return. If the department has disposable face coverings at the counter, **OFFER** them a face covering so that they can be assisted.
- If an individual has an exemption for the face covering requirement, appropriate documentation **should be presented at this time**. In all other instances, the face covering requirement will apply.
- If the individual refuses to wear the offered face covering, you may ask them to **LEAVE** and ask for contact information so that a solution can be provided at a later time.
- If the individual refuses to leave, a manager or higher level supervisor should be called, and the individual should be asked to step aside to visit with the manager. The manager should also ask for contact information so a solution can be provided at a later time.
- If an individual poses an immediate threat to the safety of others, such as exhibiting physical violence, brandishing a weapon, or making threats to physically harm someone in the immediate area, contact UH Police Department.
- Following any incident of refusal to wear a face covering, an incident report should be filed.
 - For staff, these incidents should be directed to Employee Relations within Human Resources

- For faculty, these incidents should be directed to the Associate Provost, Faculty Development & Faculty Affairs within Academic Affairs
- For students, these incidents should be reported to the Dean of Students Office
- For contractors or visitors, an incident report should be filed with the respective Associate Vice President
- If the individual's status is unknown, a report should be filed with the respective Associate Vice President