

FACE COVERING COMPLIANCE PROTOCOL

In accordance with the [University Face Covering Policy](#), face coverings are required to be worn in public indoor and crowded outdoor spaces, to **slow the spread of COVID-19** and help **prevent asymptomatic carriers from unknowingly transmitting it to others**. Although helpful at reducing spread, **face coverings do not eliminate the need for physical distancing practices**.



GVSU recommends everyone engage in the following 4-step process, if they encounter someone on campus not wearing a face covering.

CARE AND CURIOSITY, EDUCATE, REMEDY, AND (LASTLY) REPORT



1. CARE AND CURIOSITY

- Be kind and give reminders if someone forgot or doesn't follow new safety protocols or policies like wearing a face covering. In a time of change and many unknowns, it is important to be patient, empathetic, and kind to one another.
- Ask questions out of curiosity:
 - "Is there a reason you're unable to wear a face covering?" (If they say it is due to a disability, there is no need to inquire further.)
 - "I would feel more comfortable while we are talking if you would wear a face covering; did you bring one with you?"



2. EDUCATE

- Direct employees or students to the Face Covering [Policy](#) and [Toolkit](#).
- Share videos under the "[What We Know](#)" section.
- Direct employees and students to the [University Face Covering Policy](#) regarding university protocols and face covering requirements.
- Share information on contacting [Disability Support Resources \(DSR\)](#) if they may have a medical condition preventing them from wearing a face covering.
- Educational responses:
 - "Excuse me, I wanted to let you know that face coverings are required at Grand Valley."
 - "I understand wearing a face covering is an inconvenience, but it is required indoors, and also outdoors when social distancing is not possible. This is not simply a matter of personal choice; a face covering is mandated and it protects others."
 - "Although you may question the face covering's effectiveness, we are complying with the [University Policies](#). We believe this is a simple act of safety and courtesy we can all undertake."



3. REMEDY

- Provide a disposable face covering, or direct to where one is available.
- A student who continues to not wear face coverings may be asked to leave the space until they are willing to do so. This includes but is not limited to classes, labs, offices, and programs.
- An employee who continues to not wear face coverings may be asked by supervisors to leave work that day and utilize vacation or unpaid time accordingly. The supervisor should follow-up with the employee to convey expectations regarding future office behavior.



4. REPORT

- If a student fails to comply after being reminded of the policy and refuses to leave the space, you may submit a report to the Office of Student Conduct and Conflict Resolution (OSCCR) at gvsu.edu/osccr. At any time, a community member can consult with an OSCCR staff member by emailing osccr@gvsu.edu.
- If an employee fails to comply after being reminded, inform a supervisor. At any time, a supervisor can consult with the Director of Staff Relations at (616) 331-2215.
- Ongoing non-compliance with face covering requirements will be handled through existing [employee discipline](#) and [faculty discipline](#) processes.
- Anonymous reporting is available for individuals, including students, who prefer to report concerns to the university anonymously through a system hosted by a third-party provider. Visit gvsu.edu/reporting or call 855-799-8302.

Ensuring the health and safety of the GVSU community is the responsibility of all GVSU community members. If you engage with someone on campus not wearing a face covering, remember to be courteous and respectful, never confrontational. If a conflict arises and you feel unsafe, please remove yourself from the situation and seek appropriate support.

EMPLOYEE FAQs

What should I do if a coworker is not wearing their face covering?

See protocols outlined in the Care and Curiosity, Educate, Remedy and Report section.

Can I provide my employees with a face covering?

GVSU will provide all faculty/staff with 2 face coverings and all students with 1 face covering. Departments are welcome to stock additional disposable face coverings to offer to faculty/staff/students/visitors as needed.

What measures can/will be taken if an employee does not comply?

See protocols outlined in the Care and Curiosity, Educate, Remedy and Report section.

If an employee gets sent home due to the refusal of wearing a face covering, what happens to their pay?

Vacation time will be utilized as available, then unpaid time will be used.

Where are face coverings required?

- All indoor spaces
- Outdoors when social distancing is not possible

Where are face coverings *not* required?

- In residence halls when in a personal room, suite or apartment.
- In dining areas, while eating and drinking.
- In an enclosed space, when an individual is the sole occupant.
- In work areas not open to the public where six feet of social distance can be consistently maintained. Within office suites, only reception areas are considered open to the public.
- Outdoors when social distancing is possible.

Are face coverings required in work areas that are separated by cubicle walls or partitions?

Face coverings must be worn in any public areas, even if you are in your own workspace.

I have a private office; do I need to wear a face covering when other people are in my office?

While in your private office area, you are not required to wear a face covering when alone. However, when other people join you, then all are to wear a face covering.