

CLOTH FACE COVERINGS IN THE WORKPLACE

Face coverings help slow the spread of COVID-19 and help protect employees.



Face coverings and preventing the spread of COVID-19

Coronavirus spreads through tiny droplets when someone who has it coughs, sneezes, or talks. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs. Simple cloth face coverings can help slow the spread of COVID-19 and prevent people from spreading illness to those around them.

Your mask protects me, and my mask protects you. Wearing a cloth face covering will help protect people around you, including those at [higher risk of severe illness](#) from COVID-19 and workers who frequently come into close contact with other people (e.g., in stores and restaurants).

Masks work best when we all wear them. Masks are most likely to reduce the spread of COVID-19 when they are widely used by people in public settings. The spread of COVID-19 can be reduced when masks are used along with other [preventive measures](#), including [physical distancing](#), frequent handwashing, and cleaning and disinfecting frequently touched surfaces.

Face coverings are currently required in Dane County

See our [current orders](#) for requirements about face covers.

How to talk to customers about this order

Everyone who is able must wear a mask in your establishment. If someone enters without a mask, remind them about the policy. If they say they are

unable to wear a mask, you must offer reasonable accommodation, such as offering curbside or delivery service. If the individual chooses to decline the offered accommodations, the business owner is at liberty to decline them entry if they so choose.

If your business can't offer alternative services to someone with a medical condition or disability (i.e., you run a gym), they should not be denied entry. They should follow the other provisions of the order, such as physical distancing. If someone simply refuses to wear a mask, as a business owner you have the right to ask them to leave.

For more information on what is required under the Americans with Disabilities Act and our mask policy, please see the [Madison Office of Civil Rights website](#).

Some strategies to discuss masks with customers could include:

- Offer an alternate service, such as curbside pickup or delivery, that meets the customer's needs while also ensuring they are not indoors in your business.
- If possible, buy or ask for donations of masks that you could offer to customers who do not have them.
- Make it clear on your business's website and entrance that masks are required. Businesses and workplaces are required to [post this sign](#) about masks that is visible upon entering (the file contains two signs; use the one that is most relevant to your facility).
- Explain that this policy is county-wide and required by the local health department in order to reduce the spread of COVID-19.