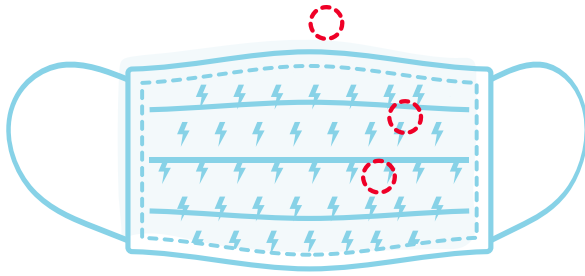


SUU Face Covering Flow Chart



Encounter Individual Not Wearing a Face Covering or Showing Signs of Illness

IN GENERAL:

Have face coverings available to hand out
 Communicate expectations for how to address individuals not wearing masks in your area
 There are legitimate reasons for being unable to wear a face covering and sensitivity is encouraged
 Handle these situations civilly and politely

Is the individual in space over which you have oversight (ex. classroom, office, meeting)?

YES

NO

Remind the individual of the state mandate and ask them to properly wear a face covering

Offer a disposable face covering if they do not have one

Offer virtual services, course options, meeting options, etc. if available

Does the individual identify as one of the following?

STUDENT

Students may work with the Disability Resource Center for accommodations; Medical documentation should not be requested outside of these processes

Ask the individual to leave until proper guidelines can be followed

If a student refuses to leave, call Campus Police 435-586-1911

Contact the Dean of Students to report a violation of the student code of conduct

EMPLOYEE

Employees may work with Human Resources for accommodations; Medical documentation should not be requested outside of these processes

Work through the supervisory hierarchy with concerns if they are not resolved through education or accommodation. If an employee still refuses to comply, please contact Human Resources.

VISITOR

Take steps to ensure that services can be provided for visitors.

If the individual refuses to put on a face covering or accept alternative service options, ask them to leave. If they refuse to leave, call Campus Police 435-586-1911

You do not have to confront the individual; you may choose to respectfully remind the individual of the guidelines

You may share your observation with a responsible administrator in that space, the Dean of Students, or Human Resources

Assisting Individuals who are Non-Compliant with Facial Covering Requirements

To limit the spread of COVID-19, face coverings are required inside university buildings and in outdoor spaces on campus where physical distancing measures are difficult to maintain. While it is anticipated that most students, faculty, staff, and campus visitors will voluntarily comply with this requirement, some individuals may decide not to wear a face covering. If you encounter a student, faculty, or staff member that is unwilling to properly wear a face covering, please follow the guidelines below:

Address the issue with the individual right away

1. Calmly and kindly talk to the individual and remind them of the Governor's facial covering requirement and inform them they must put on a mask or they will have to leave. Remind them as well that they will have to put their mask on before returning to the classroom, buildings, or outdoor spaces where a 6 foot distance can not be maintained.
2. If you have an unused disposable face covering with you, you could invite them to properly wear one.
3. Invite the individual to leave the space/building/class:
 - a. If it is a student who is unwilling to properly wear a mask in class, invite the student to leave the classroom and participate through live streaming.
 - i. You have the right to tell the student they cannot come back to the classroom or office until they have a mask and/or are cleared by the [Student Conduct office](#).
 - ii. You have the right to leave the classroom and/or dismiss the class if a student is escalating or refuses to leave.
 - b. If this is an individual who is there for an appointment, invite them to leave the building and participate via a virtual appointment.
4. If the individual refuses to properly wear a face covering or leave the building, you should calmly remind them that a face covering is required under state mandate, and if they don't comply, you will contact the [Dean of Students](#) (for non-compliant students) or their [supervisor](#) (for non-compliant employees).
5. If the individual still refuses to properly wear a face covering and is becoming confrontational or aggressive, you should contact the University Police (435-586-1911) to escort the individual out of the building.
6. **IMPORTANT NOTE:** If the individual claims they cannot properly wear a mask due to a disability or medical issue, do not question their statement or ask for a doctor's note or proof of an accommodation. Instead, remind them that there are no ADA accommodations that allow them to not properly wear a mask. Kindly state that you would be happy to refer students to the [Disability Services Center](#) or employees to the [Human Resources office](#) for appropriate accommodations.

What to expect from the [Student Conduct Office](#) after you report a student to the Dean of Students.

1. Student Conduct will contact the student and have a conversation with the student about the facial covering requirement and seek to resolve the matter informally and through educational resolution.
2. If informal resolution cannot be accomplished and the student refuses to properly wear a mask in the classroom or on campus, additional measures may be imposed (i.e. withdraw, warning, probation, short-term or long-term suspension, etc.)
3. If appropriate, the Student Conduct Office will report back to the faculty the outcome of the referral.

With masks being required in SUU buildings and classrooms, you may encounter the occasional student, faculty, or staff who is angry or upset about wearing masks. The following verbal de-escalation techniques may help you to calm down the individual. If the individual threatens the safety of themselves or others, immediately call the [SUU Police](#).

Verbal De-escalation Techniques

Keep in mind two important overarching concepts:

1. **Reasoning with a confrontational or aggressive person may not be possible.** The first and only objective in de-escalation is to reduce the level of agitation so that discussion becomes possible.
2. **De-escalation techniques are abnormal.** Naturally, we default to fight, flight or freeze when anxious or scared. However, in de-escalation, we can do none of these. We must appear calm, centered and in control, even when we are frightened. Thus, you may need to practice so it comes second nature.

Remain in Control of Yourself

1. Appear calm and self-assured even though you might not feel that way. Relax. Take deep breaths. Your anxiety can make the individual feel anxious and unsafe, which can escalate aggression.
2. Use a calm, low and monotone voice.
3. Be respectful even when firmly setting limits or calling for help. The agitated individual is very sensitive to feeling shame and disrespected. We want them to know that it is not necessary to show us that they must be respected. We automatically treat them with dignity and respect.
4. Stay safe. Know that you have the choice to leave, tell the individual to leave, or call [SUU Police](#) should de-escalation not be effective.
5. DO NOT:
 - a. Get defensive - Even if the comments or insults are directed at you, they are not about you.

The Physical Stance

1. Take a moment to assess the situation, look at the individual's body language, listen to their tone of voice and remember what you have learned.
2. Always be at the same eye level. Encourage the individual to be seated, but if they stand, you stand up also.
3. Allow extra physical space between you and them - about four times your usual distance.
4. To show you are listening, incline your head slightly or nod slightly.
5. Stand at an angle from the individual so you can sidestep away if needed.
6. Avoid constant eye contact; allow the individual to break their gaze and look away.
7. DO NOT:
 - a. Smile - Could be misinterpreted as mockery or anxiety
 - b. Touch - Even if some touching is generally culturally appropriate and usual - agitated people may misinterpret physical contact as hostile or threatening.
 - c. Argue or try to convince - give choices, not explanations (i.e. empower)
 - d. Be parental, join the resistance - You have a right to feel angry
 - e. Point or shake your finger

Verbal De-escalation Techniques Cont.

The De-Escalation Discussion

1. Speak calmly at an average volume.
2. Treat the individual with dignity and respect; ignore insults and remain nonjudgmental.
3. Empathize with feelings but not with the behavior (e.g. "I understand that you have every right to feel angry, but it is not okay for you to use abusive language.")
4. Explain limits and rules in an authoritative, firm, but always respectful tone. Give choices where possible in which both alternatives are safe ones (e.g. Would you like to continue our meeting calmly or would you prefer to come back tomorrow when things can be more relaxed?)
5. Give the consequences of inappropriate behavior without threats or anger.
6. Represent external controls as institutional rather than personal.
7. Offer reflective comments to show that you have heard what their concerns are.
8. Trust your instincts. If you assess or feel that de-escalation is not working, STOP! You will know within a few minutes if it's beginning to work.
9. DO NOT:
 - a. Get loud or try to yell over a screaming person.
 - b. Ask how a person is feeling or interpret feelings in an analytic way.

Remember

- Communication is more about your body language and tone of voice than it is about your word choice.
- You are not trying to do anything except calm the person down.
- Stay safe and know you have the choice to leave at any time.