

Novel Coronavirus (COVID-19)

Los Angeles County Department of Public Health Managing Non-Compliant Patrons and Visitors

As businesses across Los Angeles county open and more individuals venture back into public places it is very important that everyone continue to comply with physical distancing requirements and infection control practices such as the use of face coverings. Unfortunately, some businesses or venues may be placed in the difficult position of managing customers or visitors who knowingly or unknowingly do not adhere to the rules. The purpose of this guidance document is to provide some tools for preparing before, during and after an incident with a non-compliant individual.

BEFORE

- Create Supervisor/Employee teams for your business:
 - The role of this team is to have regular meetings between staff and supervisors to create, review, and assess safety measures for staff.
 - Supervisors and staff should work together to develop safety measures for handling situations where a customer is not in compliance with public health or company protocols including the use of face coverings.
 - Be sure that all staff have been trained on the safety measures, including recognizing when a customer is out of compliance as well as company strategies on how to remedy the situation. The training should also include de-escalation measures that might be necessary if the customer continues to refuse to comply.
 - Safety measures should include how other staff and supervisors can provide support in situations when a customer may not want to comply.
 - These teams can be utilized to ensure overall safety for the business.
- Create a communications plan:
 - Share messages on social media, company webpages, and other customer or visitor communications that outline company policy on use of face coverings, and other physical distancing and infection control practices.
 - Post large, clearly visible [signs](#) throughout the establishment outlining the need for face coverings and other infection control measures as mandated by the Department of Public Health. Other [signs](#) for customers are available on the Los Angeles County Department of Public Health's website.
 - Share multi-lingual printout cards that outline safety measures required by customers. These cards can be used as a reference for staff or be used by limited-English proficient staff to share with non-compliant customers.
- Consider having extra face coverings or face shields available on site to be offered to any individuals who come to the business without one.
- Maximize opportunities for customers or visitors to make use of services remotely such as curbside pick-up or online purchases.
- For businesses that do not have staff, consider installing cameras to record what is happening in your business. Additional signage should be placed to let people know that they are being recorded.
 - This may help to deter customers from being non-compliant if they know they are being recorded.

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DURING

If a customer comes in to your business and is not wearing a face covering (or removes their face covering while patronizing the business), consider the following steps to bring them into compliance. The following steps may be modified to match the company's safety plan:

1. Identify a single staff person to approach the visitor or customer and calmly and politely remind them of the store policy. This will help limit exposure to multiple staff members.
 - Staff can refer to both the posted signs and/or the printable cards mentioned above.
2. Offer a face covering if the establishment has extra on hand for the public.
3. If the customer states that they have been advised by their medical provider to not wear a face covering offer to provide them with curbside pick up or online services or any other ways in which services can still be provided, but instruct them that they would still have to exit the facility. Be sure to clarify that the customer is not being denied service but simply entry into the facility because they are not wearing a face covering.
4. If the customer remains non-compliant, reiterate that no one may enter the business facility without wearing a face covering due to the on-going COVID-19 crisis and due to the County's Public Health order. Advise the customer that they are welcome to return when they have a face covering.
5. When customers that are violating the face covering directive are very disruptive, threatening or hostile, 911 should be called and law enforcement should be asked to assist and, if appropriate, remove the customers from the premise.

AFTER

- Debrief with any involved staff as soon as possible after incidents occur.
 - These incidents can be very stressful for staff members and it is important to give them an opportunity to voice concerns and raise issues that can be addressed in order to improve responses in the future.
 - These incidents can also be brought up at the next Supervisor/Employee team meeting to discuss opportunities for improvement with all staff members.
- Consider rotating the individuals who are assigned to address non-compliant visitors or customers so that one single individual is not constantly responsible for this task.
- Address any additional cleaning that might need to occur in areas where the unmasked individual visited within the establishment.