



Start a Conversation

Try to understand the other person's perspective, it can be helpful to:

- Ask questions: "I noticed you aren't wearing a mask, can I ask why?"
- Show empathy for their perspective. "That sounds really difficult."
- Explain that wearing a mask is to help protect all of our vulnerable patients, residents, their families, and staff.



Share Your Knowledge

Once you understand their situation, explain why wearing a mask is important:

- Explain that one of the best ways to protect against COVID-19 is to wear a mask.
- Explain asymptomatic transmission.



Seek a Solution

Offer a new mask and discuss ways to make mask wearing more comfortable:

- Twist the elastics to adjust the position, or apply moisturizer before you mask.
- Use extenders/ear savers or adjust the fit on the nose.
- Discuss safe mask breaks (15 minutes, distanced from others).



Stay Safe

Leave the area and call Security if you feel unsafe. You can also:

- Wear appropriate PPE and maintain your distance.
- Find a private space for the person who is not wearing a mask.
- Talk to your Manager/Supervisor and Infection Prevention And Control (IPAC) for support and assistance.

If designated family members/supports or visitors refuse to wear a mask properly, they may be refused entry or be asked to leave.

