

Face Mask: Frequently Asked Questions (FAQ)

Why are we wearing face masks at work?

As a temporary measure, the Town of Hanover is providing face masks to all employees as an additional method to slow the spread of the virus and help people from transmitting it to others. A face mask is one of the tools to protect people working at any Town of Hanover facility and helps us to be safe as we return to the workplace. Your health and safety continue to be our top priority and it is more important than ever that we all take responsibility to protect ourselves and those around us.

How does the face mask protect us?

A face mask reduces the possibility that asymptomatic individuals will transmit the virus to others. An asymptomatic individual may be infected with the virus without displaying symptoms and can still spread the disease to other people. Similarly, if all employees wear a face mask, we can protect each other and help prevent the spread of the virus in our workplace.

What exactly is the company requiring me to do when I come to work regarding face masks?

- Wear the Town of Hanover provided face mask when a 6-foot distance between people cannot be maintained.
- Replace the face mask if it gets dirty, soaked with perspiration or hard to breathe through.
- Avoid touching your face, especially the inside of your mask. If you do, wash your hands with soap and water for at least 20 seconds OR use hand sanitizer. Remember to dispose of your used face masks properly in the dedicated waste receptacle, or sanitize with proper spray sanitizer.
- Please reach out to HR if you have concerns about wearing a face mask.

Why can't employee's wear their own personal mask?

For consistent protection of our employees, Town-provided face masks must be worn.

If an employee chooses to wear a mask of higher quality and protection, should they be allowed to wear it?

No. The employee should only be allowed to wear a Town-provided face mask. N-95 masks and above are reserved for first responders. We want to be consistent in the protection of our employees.

What is the procedure to follow during lunch time when my face mask needs to be removed?

- Employees may take off their masks to eat and drink while on the premises where they can maintain a social distance of 6 feet. Refer to the **Proper Use of Face Mask** instructions at the end of this document for proper removal.
- Face masks may be re-used upon return to work if they are not visibly soiled, torn, or saturated and proper storage guidelines are used. Remember to inspect the face mask after removal. Ensure it is NOT visibly soiled, torn, or saturated and can be carefully stored on a paper towel or tissue with the exterior side of mask facing down. Always perform proper hygiene next by either washing your hands with soap and water for 20 second seconds OR using hand sanitizer.
- To re-don your face mask, perform proper hand hygiene again and refer to the **Proper Use of Face Mask** instructions to put it on properly.

The following photos illustrates the proper and improper manner to temporarily store your face mask during lunch.



Figure 1. Proper manner to store the face mask during lunch.
The exterior of the mask is facing down on the paper towel. |

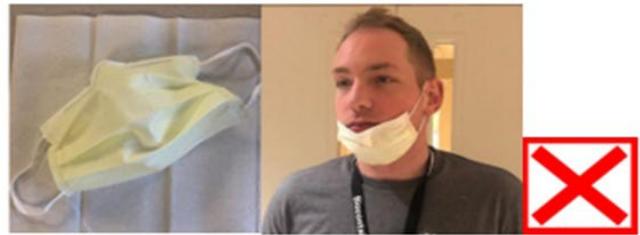


Figure 2. Improper manner to store the face mask with the exterior of the of the face mask facing upwards and improper wearing of the mask

Where do I dispose of my face mask when I need to replace it?

Dedicated waste bins or containers will be identified for disposal purposes located throughout the facility. Remember to wash your hands after you discard your mask OR use hand sanitizer if soap and water are not readily available.

Informational placards regarding the proper disposal of face masks, are placed near the waste containers. The collection and disposal of soiled masks is managed by the facilities' janitorial service contractor.

What about visitors, vendors or contractors that come inside of the plant/facilities?

All individuals entering a Town of Hanover location are required to wear a face mask. Visitors and contractors will be required to supply and wear their own face mask while on property.

What if my workstation is within 6 feet of my coworkers' workstation?

- The company has identified workstations with less than 6 feet of separation and installed barriers and shields between these, where possible.
- Work content has been reviewed and rebalanced, where feasible, to create 6 feet of social distancing.
- A face mask along with either approved safety glasses OR a face shield (if safety glasses are not required per risk assessment) are an acceptable alternative method to meet the requirement of the 6-foot separation for social distancing.

Do I still need to wear a face mask if I am required to wear a face shield as well?

Yes. Face shields or safety glasses are required to be worn where we cannot achieve or maintain a social distancing separation of 6 feet while working.

When will the mandatory wearing of face masks in the workplace end?

The Corporate Face Mask requirement will remain in effect until COVID-19 is no longer a critical risk to our employees. Each department will be notified when the use of face masks will no longer be required. As an organization, we will continue to work through this crisis together, utilizing guidelines from well-respected global and public health organizations.

Do Visitors or Contractors need to wear a mask when on Town of Hanover property?

Yes.

Can we share information regarding mask types with contractors, visitors and suppliers? Is Town of Hanover safety approval required for their face masks being used in our buildings?

The choice of face masks for those that bring their own is dependent upon the contractor/visitor and does not require Town of Hanover approval.

As a salaried employee, am I allowed to work at my desk or alone in my office without a mask if there is safe social distancing from anyone working around me?

Yes, you are only required to wear a mask when you cannot maintain a 6-foot distance between you and others.

Do I need to wear my face mask while outside?

Currently, face mask usage is a requirement when entering any Town of Hanover building when a 6-foot distance cannot be maintained between people. When work activities involve a gathering of employees working together outside and social distancing cannot be maintained, a facemask and/or face shield must be worn along with safety glasses.

If an employee has a medical condition or religious reasons and reports to work stating they are unable to wear a mask, what actions should be taken to address this?

The employee should contact HR with any questions or concerns about wearing a mask. If reasonable accommodations cannot be made, the employee will be sent home.

If an employee refuses to wear a mask during work, what actions should be taken?

The employee should be coached on the reasons why it is required—for their personal safety and for the safety of their fellow workers and as a workplace requirement. Reasonable accommodations will be considered for religious and medical reasons that prevent the use of a standard face mask. If there is continued observation of noncompliance, the individual will be held accountable for their actions.

Personal Face Masks: Single Point Lesson

ALL PEOPLE ENTERING THIS FACILITY MUST WEAR A FACE MASK

Approved face masks are provided for employees of this facility at designated locations.

Why are we wearing a face mask at work?

As a temporary measure to reduce the spread of the COVID-19, the Town of Hanover will provide face masks to help each of us better protect our personal space and supplement social distancing efforts while we are working.

The use of a face mask reduces the spread of the virus from people who are already infected but do not know it. Along with social distancing and hand washing, a face mask is one of the tools to protect people working at Town of Hanover facilities and help us stay safe as we return to work.



How does the face mask protect us?

If you are infected and don't know it, the face mask reduces the possibility that you will infect people around you.

When worn properly the face mask also protects the wearer by filtering the air before you breathe it. By all of us wearing a face mask, we can protect each other and help prevent the spread of the virus in our workplace.

What do I need to do?

- Until the COVID-19 pandemic has subsided, a face mask shall be worn at all times while you are working at a Town of Hanover facility when you cannot maintain a 6-foot distance from other people.
- Use the face mask that Town of Hanover provides – if you have your own mask, save it for your personal use.
- Replace the face mask as needed and discard it, or sanitize it properly after use.
- During the shift, replace the face mask if it gets dirty, soaked with perspiration or hard to breathe through.
- Avoid touching the inside of your face mask - wash your hands or use hand sanitizer if you do.
- Continue to practice social distancing, even when wearing the face mask.
- Continue to wash your hands frequently, especially before touching your face or food.

Three easy steps for putting on a face mask properly:

Wash your hands with soap and water or use hand sanitizer before putting on face mask.

<p>Hold the mask with the inside towards your face and the nose wire at the top. Put the mask on your face by hooking the loops over your ears.</p>	<p>Pull the mask from top to bottom, to fully open the folds of the mask and adjust the mask to fit your face.</p>	<p>Gently push the nose wire to fit around your nose.</p>
		

- To remove the face mask, grasp it by the ear loops. Do not touch the mask itself.
- Discard face masks in a designated container, not the regular trash.
- Wash your hands or use hand sanitizer after handling a used face mask.