



## ACADEMIC & STUDENT AFFAIRS FACE MASK COMPLIANCE SCRIPT

**Instructions:** This process has been developed to encourage compliance with [community guidelines](#) and the [Student Code of Conduct](#), both of which have been developed and modified to require practices that mitigate the infection and spread of COVID-19. Most importantly, these steps are designed to prevent escalation in those situations where a member of the university community is asking an individual to comply with the above referenced guidelines.

While this process is meant to engage in a series of progressive interactions where any single individual will only ask for compliance once, *no member of the university community should put themselves in a situation where they fear for their safety or those around them.* The principles of de-escalation are encouraged, which include exiting the space (including cancelling instruction) when an individual fails to comply and at any point in the process where individuals fear for their safety.

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### Step 1 (First contact with an individual not wearing a face mask while inside)

**Script:** Hello. I am \_\_\_\_\_ state your name and position. Can you please help me by putting your (or "this") mask on while indoors?

*If needed:*

All community members have agreed to follow our [community guidelines](#) and the [Student Code of Conduct](#) which require the use of a face mask while indoors. If you have a mask, please put it on now, or can you please wear "this" mask while in campus buildings?

If the individual complies then no further steps are necessary. If the individual fails to comply with the directive, ask them to please exit the room and building, and proceed to Step 2.

For those instances where a student fails to put on a mask or chooses not to leave the room and/or building, the incident should be reported to the [Office of Student Conduct, www.wcupa.edu/conduct](#). You will need a name and/or student ID number and incident details. For those instances where an employee fails to put on a mask or chooses to leave the room and/or building, any identifying information regarding the employee should be reported to Human Resources.

### Step 2 (Individual fails to comply with the above procedure)

**Instruction:** Contact the manager on duty to address the situation. Please review the back of this sheet to identify the number of the manager on duty for each building. These individuals will have a university application installed on their mobile devices that will allow them to receive calls during their assigned shifts.

**Manager Script:** Hello. I am \_\_\_\_\_ state your name and position. As a condition of coming to campus, all students and staff have agreed to comply with the mask policy this fall. I need you to please put your (or "this") mask on or leave the building.

If the individual complies at Step 2, a name and/or student ID number and incident details regarding the incident should be reported to the [Office of Student Conduct, www.wcupa.edu/conduct](#) or Human Resources for possible follow-up. If the individual fails to comply again with the directive, ask them to exit the room and/or building. Proceed to Step 3 if the individual will not comply.

### Step 3 (Individual fails to comply with the above procedure)

**Instruction:** At this point, either the manager or faculty member should calmly indicate to students that the instructional activity assigned to that space is being cancelled for the day. Do not indicate the reasons nor point to the individual causing the cancellation of instruction. The manager on duty will be responsible to taking the appropriate next steps.

**If at any time you become concerned about the safety of you or those around you,  
immediately call Public Safety at 610-436-3311.**



## Manager On Duty Contact Numbers

**Note:** As a means of increasing the ease of contacting the manager on duty for each building, the university has identified a specific phone number for each building. This number will allow a faculty or staff member to reach the identified manager through the Cisco Jabber mobile application. The application has been designed to reach the appropriate individual based on the number called and the time the call is being placed.

If you do not have a cell phone or do not have reliable cell service in your classroom, you can make calls through the Cisco Jabber application from your laptop computer. Links for installing the application on your laptop can be found at this link (scroll down to the “Get Started – Download and Install Jabber” heading):

<https://www.wcupa.edu/infoServices/commServices/convergedCommProject/userResources.aspx>

Lawrence Center	Wayne Hall	Anderson Hall	Ruby Jones
610-436-7020	610-436-7021	610-436-7022	610-436-7023

Mitchell Hall	BPMC	25 University Ave	Recitation Hall
610-436-7024	610-436-7025	610-436-7026	610-436-7027

Main Hall	Schmucker Sci. North, South, Link	Merion Science Center	SECC
610-436-7028	610-436-7029	610-436-7030	610-436-7031

Brandywine Classroom	EO Bull	Swope	Old Library
610-436-7032	610-436-7033	610-436-7034	610-436-7035

FHG Library	Sturzbecker	Carter Drive	Graduate Center
610-436-7036	610-436-7037	610-436-7038	610-436-7039

Philadelphia
610-436-3701