



## What to say for COVID-19 Situations to VUMC Coworkers

This is meant to offer ideas and guidance on how to respond to different scenarios one may face with coworkers regarding COVID-19 safety measures.

### Key Messages

1

**Safety is our highest priority.**

2

**We are following the guidelines of the CDC and the state of Tennessee.**

3

**Everything we're doing is to protect you and others from the virus.**

### Suggested Verbal Messages Based on Situation

#### **Why do I have to wear a mask?**

The two best ways to protect against the virus are to socially distance and wear a mask. For everyone's safety we all need to wear a mask.

#### **Where do I have to wear a mask?**

Everywhere in our facilities, including public spaces like garages and parking lots, plazas, cafeterias, elevators, and shuttles.

In non-clinical areas if you can't maintain a distance of 6 ft from others.

#### **I cannot tolerate a mask, so am not wearing one.**

You need to reach out to Occupational Health for an evaluation and options, because we want to make sure we are keeping you and others safe.

#### **What to say to a coworker who is not wearing their mask?**

Don't forget to put on your mask.

Can you please put your mask on?

I wanted to remind you that we are all doing our part to keep each other safe by wearing our masks. Do you have yours to put on? [If not:] You can get one from your manager.

*The only acceptable response when someone reminds you to put on your mask is to say, "thank you" and put on your mask.*

#### **I do not have a mask right now.**

OK, we can provide you with a temporary mask [if available]. When you get to your area please talk to your manager or supervisor about obtaining a mask.

If their mask is in their work area:  
When you get to your area can you please put your mask on, and this afternoon please wear your mask when you are leaving work. You should also be washing it once a day.

#### **Why is my temperature being checked?**

It's important to make sure we're doing all we can to protect each other and our patients. We work so hard we sometimes miss our own symptoms. We want to make sure we are caring for ourselves as well as others.

#### **Why am I being asked symptom questions?**

People with COVID don't always have a fever, so we need to ask about other symptoms as well (as we do with patients and visitors).

The CDC recommends that we screen for these symptoms to ensure everyone's safety.