You can help!

Using kindness to encourage COVID compliance!

Do:

- Lead by example. Wear a mask properly at all times!
- Assume that everyone is doing their best.
- Someone not wearing a mask? Try saying: “Thank you for coming, but I noticed you might have forgotten your mask, do you have one nearby?”
- Be clear and provide options if someone cannot wear a mask.
  
  Try saying: "Thanks for sharing that with me. Unfortunately I can't meet with you in-person but I look forward to supporting you online!"
- Make compliance easy. Know where extra masks are kept if your workplace has them.
- Know who has your back! Get a supervisor if needed.
- Cite policies and remain calm.
- Use empathy; we're in this together!
Don't take it personally. Remember their anger or indifference isn't about you - it is about them.

Don't allow certain people to violate policies; be consistent!

Don't violate the policies you are enforcing.

Don't send anyone away without providing alternative options for service.

Don't use public shaming or bullying.

Don't forget to stay positive; you have control of your behavior.

Don't take it personally. Remember their anger or indifference isn't about you - it is about them.

Don't feel you need to handle it alone. Contact a supervisor if needed.

Do:

- Use "I" statements instead of "you" to avoid sounding accusatory
  - Try saying: "I'd feel safer if you stepped back a bit, could we maintain a 6 foot distance please?"
- Be assertive but start with a "Thank you."
- Role model social distancing and best practices for proper hygiene.

#RhodyTogether