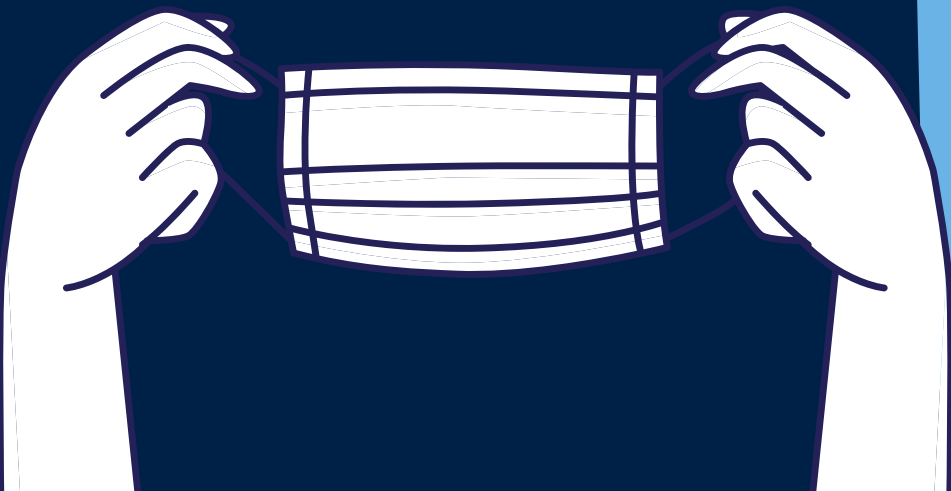# You can help!

Using kindness to encourage COVID compliance!

<u>Do:</u>

✓ 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!

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

Don't:

✗ Don't violate the policies you are enforcing.

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

✗ 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.