

MTC

CAMPUS REOPENING

Responding with Excellence

As you go about your work on campus, you may come across someone who is not wearing a face covering/mask. Please do not make any assumptions about why the individual is not wearing a face covering. Here are some ways you can respond tactfully and delicately.

- > Ask, “Are you an employee, student, or visitor to our campus?” Wait for response. “Thank you for sharing. I’d like to remind you that by order of the Governor, you are required to wear a face covering. We have some disposable face coverings at the welcome areas. Let me get one for you.”
- > If a medical reason is cited for not wearing a face covering, offer an appropriate accommodation such as recommending the individual schedule a virtual appointment, and direct the individual to an area outside the building to further (and at a distance greater than 6 feet) assist in connecting him/her with the appropriate department.
- > If the individual is an employee, call HRM at 803.822.3500 and if a student, call SDS at 803.732.5201. Note: Calling HRM or SDS is so that an approved accommodation can be verified if a medical reason is cited.
- > If the individual is one who opposes wearing a face covering and refuses to comply, say, “If you will not wear a face covering, I have been instructed to contact my manager who will need to discuss this with you.”
- > The manager reminds the individual of the requirement and offers an accommodation (if applicable).
- > If the individual refuses to wear a face covering, rejects the accommodation, and refuses to leave campus, the manager should contact security at 803.738.7850. Security is to maintain a detailed written report of the incident.

Your Service Excellence training has equipped you to handle situations like these. Keep in mind the Key Principles from Communicating with Impact:

1. Maintain or enhance self-esteem.
2. Listen and respond with empathy.
3. Ask for help and encourage involvement.
4. Share thoughts, feelings, and rationale; and
5. Provide support without removing responsibility.

MTC COVID-19 REPORTING LINE

If symptoms have developed, DO NOT come to campus:

Students should notify Student Development Services (SDS) at **803.732.5201**.

Employees should notify Human Resources Management (HRM) at **803.822.3500**.

COVID-19 symptoms include: fever, muscle pain, cough, headache, shortness of breath, sore throat, chills, new loss of taste or smell, repeated shaking with chills.

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