# Model Policy to Enforce EO 2020-153

*What follows is a model/best practice policy that fits SBAM’s most current understanding of the intent and spirit of the executive order and includes some elements that are not explicitly required or stipulated in the Executive Order. The Small Business Association of Michigan does not guaranty that the use of this policy will automatically be deemed compliant with E.O. 2020-153 and businesses are encouraged to seek legal counsel in all matters of compliance with government rules and regulations.*

## Executive Order Requirements

As required by Executive Order 2020-153, (Business Name) implements the following policies and procedures to ensure and encourage compliance of customers with the State of Michigan’s face covering requirements to contain the spread of COVID-19.

## Business Name Actions

* Signs shall be clearly posted at every entryway accessible to the general public informing them of their legal requirement to wear a face covering upon entering the facility.
* Customers who enter the facility without wearing a face covering will be notified of the requirement by the first employee to see the noncompliant customer. All customers will be offered a face covering free of charge if they do not have one.
* If a customer refuses to comply, the employee should immediately notify their manager who will inform the customer of the state imposed legal requirement and again offer a free face covering. Upon further refusal, the customer will be asked to leave.
* In the event that a customer indicates that he or she has a medical condition or disability exempting him or her from the mask requirement, the customer will be offered an accommodation (such as a face shield or curbside pickup) or allowed to remain/proceed. Staff are to be alert and remain at least 6 feet from that customer to comply with MiOSHA distancing recommendations to mitigate the risk created by the customer’s inability to comply.
* In the event that a customer refuses to leave the premises after the second request, the customer will be notified that policy requires a call to the police as the next step. If the customer leaves at that time, no call will be made to the police. If they still refuse, or upon first sign of potential violence, staff is to back away and call the police. Under no circumstances is an employee to physically engage or attempt to physically manage or restrict the movements of a customer.
* E.O 2020-153 explicitly prohibits providing any service to a customer in noncompliance with the face covering requirement. Therefore, any customer who refuses to comply with the face covering or leave following the aforementioned requests, will not be served unless the manager or a staff member determines that providing that service is required to maintain a safe and peaceful situation. Staff members are empowered to make that determination to the best of their ability.
* Employees will be trained according to this policy and asked to acknowledge an understanding of the requirements and expectations contained within.