Guidance for colleagues with mask or face-covering intolerance

June 29, 2020

If a colleague indicates that he or she is unable to wear a mask (various types) or face covering (various types) while at work for medical or psychological reasons, follow this guidance:

- Contact your ministry’s Employee Health Services (or HR partner serving in this role).

- Employee Health Services will engage the colleague in the process to determine if the request can be accommodated. Colleagues in roles that require wearing a mask (various types) or in locations where face coverings are required by state or local law may be asked to provide a medical record verifying that there is a medical or psychological reason causing mask intolerance for the colleague.

- Employee Health Services will work to evaluate potential reasonable accommodations, in compliance with the Americans with Disabilities Act (ADA) and the Occupational Safety and Health Act, state disability and workplace safety laws, and state or local public health orders.

- In this situation, potential accommodations may include reassigning the colleague into a role in which masking or face covering is not required, moving to an alternative shift or moving the colleague’s work location to an area that does not require masking or a face covering. However, reasonable accommodations may vary by position and location.

Please note that this guidance applies to colleagues. Volunteers and affiliated individuals should follow the Guidance for Patients or Visitors Who Can't Tolerate a Mask.