

St. Clair County Community Mental Health
Agency Directive re: Use of Masks by Visitors

5/29/2020

- Until further notice, all individuals entering the building are required to wear a mask that covers the mouth and nose. Individuals should be reminded of this requirement upon entry into the building.
 - If an individual removes their mask after being screened in the vestibule, staff should kindly remind them that masks are required in the building for their own safety and the safety of others.
 - If an individual chooses to remove their mask, they should be asked to wait outside (and then will need to wear the mask upon entry to the building) or they can be offered an alternate access to service.
 - If an individual indicates they cannot wear a mask due to medical reasons, alternate methods of service (such as telephone or video) will be offered.
 - These same requirements are in place for visitors to the People's Clinic, Genoa Pharmacy and Region 10 PIHP.
- Schedulers need to remind individuals of the requirement to wear a mask when they call to schedule appointments. If an individual indicates they are unable to wear a mask or expresses the desire to not wear one, schedulers will offer them a choice of phone interview or video contact. Primary case holders should also remind individuals of this requirement when calling to complete Patient Status Updates.
- Any incidents of non-compliance should be reported to the Supervisor on call or Management member.

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| <ul style="list-style-type: none">✓ Masks are required for the health and safety of everyone.✓ If a mask is not medically tolerated, alternative methods of service must be explored and offered. |
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