

Coronavirus Disease 2019 (COVID-19): Managing Situations Where Masks are Not Worn During Provision of Direct Services ODP Announcement 20-087

AUDIENCE:

All Stakeholders

PURPOSE:

To clarify guidance related to wearing masks during the provision of direct services.

DISCUSSION:

On July 7, 2020, the Office of Developmental Programs (ODP) released guidance that staff who provide direct services are required to wear a mask that covers the nose and mouth during the entirety of service provision.

This is to clarify that failure to wear a mask during service provision is **not** subject to ODP's Incident Management requirements at this time, and failure to wear a mask during service provision **does not** need to be reported as an incident in the Enterprise Incident Management (EIM) system unless otherwise directed by ODP.

ODP intends to respond to mask-related inquiries and situations on a case-by-case basis. Education and technical assistance will be the primary means to ensure that masks are worn during service provision. Substantial or ongoing failure to ensure that staff wear masks during service provision may result in an administrative action or sanction by ODP.

ODP may release additional guidance on mask use as needed if frequently occurring situations present. Meanwhile, providers are strongly encouraged to educate staff on the importance of wearing masks to prevent the spread of COVID-19 and the provider's expectations for mask use while on duty.

CONTACT:

Please contact the appropriate ODP Regional Office with any questions about the above.