

How Front-Facing employees can work with students who are not Approved to be In-Person

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Generally speaking, for quick questions and transactional items that take less than 10 minutes, we will provide in-person services to anyone who requests support. For appointments and items that take more than 10 minutes, we can pause and check our system for in-person service approval and then help connect students who are not approved for in-person services and prospective students to online support -- and do so with the same welcome and hospitality that we use with our students who are approved for in-person services. k

Important: Faculty and staff should not ask anyone's vaccination status.

Generally speaking, if someone is in violation of our vaccine/masking policy ...

- Address it directly. This is an opportunity to remind folks and show them that our health and wellness policies and practices are very important to us all.
- Be polite. We are professionals, and we are here to support our students and campus community. Please refrain from assuming that they are willfully disobeying. They may not have remembered or been aware of the policy or forgot to follow it. Please offer a gentle reminder to help them realign with the policy.
- Treat this situation like any other violation of our college policies/rules and regulations: explain the policy, ask for compliance.

For guidance on how to navigate particular scenarios, see below.

1) What to do when a student who is "Not Approved to be In-Person" is at a front counter seeking services.

- Greet them with a smile and thank them for coming to the college.
- Explain that face-to-face services are only being provided to students who are fully vaccinated or approved for an exemption and are testing weekly.
- Ask: What is the nature of your visit? If it's transactional and takes less than 10 minutes, please help the person, and keep in mind that not everyone can successfully navigate online services.
- If they state that they are vaccinated or qualify for an exemption, refer them to Websmart, where they can report/update that information and encourage them to come back once finalized.
- As they leave, provide them with online resource information.

2) What to do when a student is not wearing a mask or wearing it improperly (at a front counter seeking services, common area, in a classroom).

- Greet them with a smile and ask them if they've forgotten their mask/didn't realize that they need to pull their mask over both their nose and mouth.
- Calmly explain that we are required by law to follow the County of San Mateo/State of California face covering mandate for indoor spaces. To comply, face coverings are required and should be worn properly.

- If the individual doesn't have a face covering, provide one from your department/classroom stash or know where to refer them to obtain one (any Division Office; at CSM: the Bldg 10 front Information desk).
- If they are not wearing the face covering properly, ask them to adjust their mask, so that it covers both their mouth and nose. You can point out where the mask is not properly fitted or use your properly-fitted mask as an example to demonstrate proper fit. Remember, face coverings fit individuals differently.
- Thank them for following your directions. *OR*
 - ... If they refuse in a **student services/common area**: Then provide them a pamphlet of online resources and ask them to leave and take advantage of online resources only and return for in-person services when they can comply with the mask mandate.
 - ... If they refuse in a **classroom**: Consider inviting them into the hallway for more privacy and giving them a verbal warning. Explain that they are violating the student code of conduct and may re-join the class if they can comply with the masking requirement. If they do not, they face student discipline measures including temporary exclusion from the class and potentially expulsion from the college. Foster a position of concern and what needs to happen to get them to comply.
 - After giving a verbal warning, explain if they still refuse to comply or leave, you'll need to refer the student to the discipline process.
 - If the student still does not leave or comply, they are in violation of the student code of conduct, and you should call Public Safety (650-738-7000) for support.

3) What to do when a student who is "Not Approved to be In-Person" comes to a class asking to add.

Note: Starting Jan. 14, students will not be permitted to register for classes unless they have an approved vaccination or exemption on file.

- Thank them for coming to the college.
- Tell the student that if they are not registered in the class, they cannot remain in the classroom.
- Explain that face-to-face services and instruction are only being provided to students that are fully vaccinated or approved for an exemption and are testing weekly.
- **Faculty and staff should not ask anyone's vaccination status.** Registered students are the only ones who are permitted to be in class, and students not approved for in-person classes will not show on the class roster/be identified in weekly updates. Refer students to online resources.
- Provide your email contact information and ask the student to leave campus and to follow up with you electronically. If they are able to add the class, provide the add code and class materials electronically and they will be able to attend in person once their vaccination status is verified.