



## Frequently Asked Questions for Businesses during Safer at Home

Updated: 5/6/2020

- **What are the requirements for facial coverings during Safer at Home?**
  - Facial covering requirements in Louisville are covered by [City Ordinance](#), which expands upon the [Boulder County Public Health Order](#). Starting Friday, May 8<sup>th</sup>, facial coverings (i.e. a covering made of cloth that covers the nose and mouth) must be worn in public anywhere in Louisville through June 5<sup>th</sup>. This applies to all indoor spaces including businesses. Facial coverings must be worn outside where social distancing of 6 feet cannot be maintained.
- **What are the requirements for customers?**
  - Customers must wear facial coverings while in a business. Please ask customers to comply with requirements to ensure the safety of others or leave the premises.
- **What are the requirements for employees?**
  - Employees must wear facial coverings while in a business. There may be additional industry-specific guidelines in regards to facial coverings for your employees. You can learn more on the [State's website](#).
- **What is the difference between the City and County's orders?**
  - The [City's Ordinance](#) expands upon the [Boulder County Public Health Order](#). If you follow the requirements for facial coverings as outlined above, you should be in compliance with both orders. To read more about Safer at Home requirements, please visit the [State's website](#).
- **Should I post signage?**
  - To comply with all public orders, please download and print the City's mask guidance signs and display them at the visible entrance to your business. You can find the signs on the City's website at <https://www.louisvilleco.gov/business/economic-development/services>.
- **What resources are available?**
  - [Boulder County Public Health](#) has a number of resources for businesses as you start to reopen in compliance with Safer at Home. This includes guidance on best practices, customer and worker protection and checklists for businesses (i.e. grocery/food services, manufacturing, office-based businesses, personal services, retail, etc.).
- **How will public health requirements be enforced?**
  - Our primary goal is to first educate toward compliance, so we ask that all individuals comply with the requirements outlined above. If an individual refuses to comply with these requirements, the Police Department may be contacted to assist with

enforcement. Police Officers may take action if a violation is reported and take appropriate measures.

- For non-urgent violations/concerns relating to facial covering requirements, please email [cityoflouisvilleorders@louisvilleco.gov](mailto:cityoflouisvilleorders@louisvilleco.gov). If you have an urgent concern, please call the Boulder County Communications Center at 303 441-4444, and an Officer will be assigned to contact you. In an emergency, always dial 911.
- **Why should I wear a facial covering?**
  - Washing hands, maintaining physical distance, staying home as much as possible and wearing a facial covering properly when in public are all effective ways to slow the spread of COVID-19.
  - The Centers for Disease Control (CDC) and Boulder County Public Health (BCPH) recommend the widespread use of facial coverings as a mechanism to slow the spread because the primary transmission of COVID-19 is known to be by respiratory droplets, and transmission largely occurs in the first 7 days after infection, when people often do not show signs of being sick.
- **Do I need to wear a facial covering if I have an existing health condition?**
  - If a facial covering would cause you impairment due to an existing health condition, you are not required to wear a mask. During Safer at Home, susceptible individuals with underlying health conditions should remain at home, as they are more at risk for contracting COVID-19. To read more about exceptions, please review the [City Ordinance](#).
- **Do I need to wear a facial covering if I work alone?**
  - Persons working in a professional office who do not have any face-to-face interactions with the public do not need to wear a facial covering. If your office is located within a building that has one or more offices or places of public accommodation, however, facial coverings must be worn when entering and exiting the building and may only be removed within your office. To read more about exceptions, please review the [City Ordinance](#).
- **What if someone isn't wearing a facial covering?**
  - Please ask customers to comply with requirements to ensure the safety of others or leave the premises. If an individual refuses to comply with these requirements, the Police Department may be contacted to assist with enforcement. Police Officers may take action if a violation is reported and take appropriate measures.
  - Please note that an individual may be exempt from the [City Ordinance](#) (i.e. person with existing health condition, children under the age of 2, etc.).
  - For non-urgent violations/concerns relating to facial covering requirements, please email [cityoflouisvilleorders@louisvilleco.gov](mailto:cityoflouisvilleorders@louisvilleco.gov). If you have an urgent concern, please call the Boulder County Communications Center at 303 441-4444, and an Officer will be assigned to contact you. In an emergency, always dial 911.
- **Does wearing a facial covering mean I can now go about my life as usual?**
  - No, facial coverings can help reduce the chance of you spreading the virus to others but do not completely protect anyone. Please continue to follow State and County Safer at Home guidelines, observe physical distancing rules and make sure to wash your hands

frequently and thoroughly. These efforts, in combination with a well-fitting facial covering when you have to go in public, are shown to help slow the spread.

- **Who should I contact if I have additional questions?**

- Please visit the [City's COVID-19 webpage](#) for more details. If you have further questions, please contact Megan Pierce, Director of Economic Development, at 303-335-4531.