



## KENT COUNTY HEALTH DEPARTMENT



COUNTY OF KENT

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STATE OF MARYLAND

### Facial Coverings: FAQ's for Businesses

**July 14, 2020-** The Kent County Health Department (KCHD) thanks our business community for their commitment to protecting the health of Kent County residents, visitors, and employees. While more than half of states are seeing surges of COVID-19, we are encouraged that Maryland is currently faring better. That can partly be attributed to our diligent efforts to practice physical distancing and use of facial coverings in public places.

KCHD wants to ensure that you have the needed resources to make the best decisions regarding the health and safety of those you serve and employ. We have recently fielded questions and concerns regarding facial coverings and can offer the following guidance:

#### **WHEN AND WHERE ARE FACIAL COVERINGS REQUIRED?**

There are several situations where face coverings are required. Please refer to the latest Governor's [Executive Order](#) to know when legally required. Additionally, condensed information can be found in this KCHD [memo](#) dated June 16, 2020.

#### **PEOPLE WHO MAY HAVE DIFFICULTY WEARING FACIAL COVERINGS**

Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance. Customers with disabilities who are unable to wear a mask shall be provided reasonable accommodations per the Americans with Disabilities Act (ADA Title II and III). Customers cannot be asked invasive questions about a disability or requested to provide medical documentation. Employees or staff that cannot wear a face-covering due to a disability may request reasonable accommodations in accordance with the employer's disability policies (ADA Title I). An employer's policies may require documentation to grant reasonable accommodations.

#### **REASONABLE ACCOMMODATIONS FOR PEOPLE WHO HAVE DIFFICULTY WEARING FACIAL COVERINGS**

Customers with disabilities who are unable to wear a face-covering must be provided with an opportunity to receive the same goods and services as customers without disabilities. Businesses should engage the customer in an interactive process to determine possible alternative methods of service that would allow the business to keep its employees and other customers safe, while still providing service/goods to the customer. This could include curbside delivery, personal shopping service in the store to reduce exposure or phone shopping with delivery. For more guidance on the ADA, contact the Mid-Atlantic ADA Center at [www.adainfo.org](http://www.adainfo.org) or 1-800-949-4232. For guidance on COVID-19 and employees with disabilities, refer to [bit.ly/employee-accommodations](http://bit.ly/employee-accommodations).

Sincerely,

William Webb, MS  
Health Officer