



Am I required to ask my customers to wear a mask in order to comply with the city's mask order?

Yes. The city's mask order applies to all businesses that are open to the public. If a customer enters the business without wearing a mask, a representative of the business is required to advise him or her that a mask must be worn in order to receive service. A representative of the business must advise non-compliant customers of the mask requirement in order for the business to remain in compliance with the order.

My business has an outdoor seating area. How does the order apply to those customers?

If the customers are able to maintain a proper social distance of six feet or more while within the outdoor space, they are not required to wear a mask. If they cannot maintain a six-foot social distance, the indoor mask requirement should be applied.

Are there exceptions to the mask order?

Yes. The city has included below a list of exceptions to the mask order. If a representative of the business advises the customer that a mask is required in order to receive service and the customer claims an exemption, the business should accept that claim without further question. The business will have no further obligation under the order and will remain in compliance with it.

What am I required to do if a customer refuses to wear a mask when entering my business, does not claim an exemption and becomes confrontational?

Representatives of the business should not escalate a tense situation with a confrontational customer. The business representative has the right to ask the customer to leave the premises. If asked to leave, and the customer refuses to do so, the business representative should call the New Albany Police Department at 911 or (614) 855-1234. The police will address the situation.

How will the mask order be enforced?

Enforcement of the mask order will be complaint based. New Albany leaders desire to act in partnership with our businesses to help them remain successful. The mask order was implemented in order to aid in the reduction of the spread of Covid-19, and in so doing, prevent a second closure by the governor. Should the city receive a complaint that a business is not enforcing the mask order, a member of the city staff will contact the business in an effort to gather facts related to the complaint. It may be that the person(s) in question were exempt from the mask order, in which case, no violation occurred. In the event that a violation did occur, the city representative will attempt to work with the business to develop a solution that prevents further violations of the order. A first confirmed violation of the order will be addressed with a verbal warning. A second confirmed violation will be addressed with a written warning. Further violations may be addressed through the issuance of citations.

Does the city have materials to assist my business in the enforcement of the order?

Yes. The city has prepared signs which are available to all businesses. Most exceptions are included online at <https://newalbanyohio.org/news/2020/07/new-albany-amends-emergency-declaration-to-include-face-coverings/>. Additionally, the city has acquired a limited supply of disposable masks which are available to businesses for customers who enter the business without wearing a mask.

If I have questions or concerns about the mask order, who can I contact at the city in order to have them addressed?

Questions and concerns about the mask order can be forwarded to the city via email at admin@newalbanyohio.org or by phone at (614) 855-3913.

Should my customers call the New Albany Police Department to report a mask violation?

No. Complaints regarding violations of the city's mask order should be forwarded to the city's administrative offices at admin@newalbanyohio.org or by phone at (614) 855-3913. A member of the staff will respond to complaints during regular businesses hours (Monday – Friday between 8 a.m. and 5 p.m.). Complaints may also be sent to the Franklin County Board of Health at (614) 525-3160. The New Albany Police Department will not be responding to complaints about mask violations unless the customer is behaving in a disorderly manner or refusing to leave the premises when asked to do so.

Exceptions to Mask Order

- Individuals who cannot wear a face covering because of a medical condition; including those with respiratory conditions that restrict breathing, those with a mental health condition or developmental disability, those who are unable to remove the face covering without assistance, or any individual who should not wear a face covering under the CDC guidance
- Individuals engaging in strenuous exercise activities, although such individuals should make every effort to maintain six feet of physical distancing between other individuals
- Individuals actively participating in athletic practice, scrimmage, or competition that is permitted under a separate Ohio Department of Health order
- Children under the age of 10 years old
- Individuals actively consuming food or beverage in a restaurant or bar; an individual not seated at his or her table or the bar is required to wear face coverings
- Individuals seeking to communicate with someone who is hearing-impaired in a way that requires the mouth to be visible
- Individuals giving a speech for a broadcast to an audience
- Individual is an officiant of a religious service
- Individuals temporarily removing his or her face covering to secure government or medical services or for identification purposes

- Individuals actively engaged in a public safety capacity, including but not limited to law enforcement, firefighters, or emergency medical personnel
- Individuals whose sincere religious belief prevents them from wearing a face covering
- Individuals employed in positions where a face covering is either dangerous or not recommended by CDC guidelines
- Individuals in private, individual offices and which space is not intended for use or access by the public
- Individuals engaged in dental work or medical procedures
- Individuals receiving a facial treatment, shave, or other services on the part of the head which the face covering covers or by which the face covering is secured
- Situations in which facial coverings are prohibited by law or regulation
- Situations in which facial coverings are in violation of documented industry standards
- Situations in which facial coverings are in violation of a business's documented safety policies
- Individuals or events who are otherwise exempted by the Franklin County Board of Public Health or the Ohio Department of Health