Frequently Asked Questions

Verizon’s Face Covering Policy for Fully Vaccinated Individuals (U.S.-based employees only)

Vaccinations

Are employees required to get vaccinated?
While we are encouraging everyone to get vaccinated, we are not requiring it. We are giving employees up to 4 hours of paid time off to ensure our employees have the time and support to schedule their appointment. Employees who are not fully vaccinated must continue to wear a face covering as required by CDC guidance and Verizon’s policy.

Are employees required to provide Verizon with proof of vaccination?
At select work sites, state or county laws require Verizon to ask employees for their vaccination status or actual proof of vaccination status as a condition to not wearing a face covering.
If working in any of the following jurisdictions: California or Washington, you should complete the ascertainment of vaccination status form (accessible via the appropriate link, above).
Employees who fail to comply will be subject to discipline.

Are we requiring customers to provide us with proof of vaccination?
No, we will not ask customers to present us with proof of vaccination.

If I am vaccinated, do I still need to complete the Return to Office (RTO) tool to enter a Verizon workplace?
Yes, everyone must certify via the RTO tool on the days they intend to work outside of their home (at a Verizon workplace or another site for Verizon work). When certifying, employees will need to confirm that they have reviewed and will adhere to Verizon’s Policy on Face Coverings.

Did Verizon take into account HIPAA when setting this policy?
Yes, the HIPAA Privacy Rule provides for the protection of personal health information that is held by a health plan or health care provider. Verizon is not accessing any personal health
Where can I find information about COVID-19 vaccines?
The CDC and WHO websites have information on vaccines. For employees in the U.S., information about vaccines, including how and when you can get vaccinated state by state, can be found in the “Getting Your Vaccine” section on this CDC page and on the VaccineFinder website.

Is there more than one COVID-19 vaccine available?
Three COVID-19 vaccines have been authorized by the FDA for use in the U.S. These same vaccines and others have also been authorized for use in other countries. You can find more information about the vaccines on the FDA website. U.S. residents who are 12 years or older are now eligible to be vaccinated in all 50 states and the District of Columbia (Emergency Use Authorization has been approved for the Moderna and Johnson & Johnson vaccines for individuals 18 years of age and older. The Pfizer vaccine has been approved for individuals 12 years of age and older).

How are COVID-19 vaccines being distributed outside the U.S.?
Distribution arrangements vary by country.

Can I register to get a COVID-19 vaccine?
Most states have registration websites open to V Teamers or have otherwise issued guidance that all V Teamers are currently eligible. These registration and information websites are listed on this chart. V Teamers are encouraged to consult and make use of these platforms to schedule an appointment to be vaccinated as soon as possible.

Now that the COVID-19 vaccine is available to me, should I take it?
Verizon encourages everyone who can safely get vaccinated to do so. There are substantial health benefits to getting vaccinated. If you have individual circumstances that may create concerns about being vaccinated (e.g., you previously had a negative reaction to other vaccinations), you should talk to your doctor.

Will I be able to get a COVID-19 vaccine at work, the same way that I am able to get a flu shot at some Verizon locations?
We continue to closely monitor developments in this area. At this time, we expect there will be
very limited circumstances under which a Verizon facility will be used as a vaccine distribution center in the U.S., as the vaccines are broadly available. We encourage you to consider retail distribution sites (such as drug stores) or to contact your physician directly about getting the vaccine. In some other countries where the vaccine has not been broadly available, we have been able to secure dedicated points of distribution.

**Will COVID-19 vaccines be covered by insurance?**

We anticipate that COVID-19 vaccines will be covered by all health plans in the U.S. For those enrolled in a Verizon group health plan, the COVID-19 vaccine will be fully covered. We anticipate that vaccines for international employees will predominantly be covered by the individual country’s national healthcare service or other government-funded provisions. Where this is not the case, employees may need to work with their healthcare providers to determine coverage.

**To get vaccinated, will I need to receive more than one dose?**

For vaccines authorized for use in the U.S., Pfizer and Moderna vaccines currently require that individuals receive two doses, with the second dose administered several weeks after the first. The J&J vaccine only requires one dose. See the [FDA site](https://www.fda.gov) for more information.

**Face Coverings**

**Are employees required to wear a face covering when on Verizon premises?**

For the most up-to-date face covering requirements, please review the [Face Covering Policy](https://www.verizon.com) on the COVID-19 resource page. Note, this information changes frequently.

In an effort to maximize protection from the Delta variant and prevent possible spread to others, Verizon recommends that all other employees (not covered by requirement above) wear a face covering while indoors in public.

For those interacting with customers, if a customer requests that an employee wear a face covering, we’ll continue to comply with those requests.

**Are customers required to wear a face covering?**

Yes, in jurisdictions that *require* face coverings or if not fully vaccinated. In jurisdictions that do not require face coverings, it’s *recommended* that customers wear a face covering.
Do vendors have to wear a face covering?
The face covering policy for vendors and/or visitors is consistent with the requirements for Verizon employees.

What are the CDC’s recommendations on face coverings?
For individuals who are not fully vaccinated, the CDC recommends that people wear a face covering to cover their nose and mouth in public settings where other social distancing measures are difficult to maintain. The CDC also recommends fully vaccinated people wear a mask in public indoor settings in areas of substantial or high transmission. Additionally, the CDC advises that everyone wear face coverings when traveling on planes, trains and subways.

What types of face covering can I wear?
Face coverings may include any Verizon-provided coverings including branded cloth face coverings and other coverings similar to surgical face coverings, KN95 or N95-type masks. Employees may choose to layer two face coverings.

Who should not wear face coverings?
According to the CDC, face coverings should not be placed on children younger than 2 years of age, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the cover without assistance.

What if I feel I cannot wear a face covering?
If you are not able to wear a face covering and are required to do so, you should discuss it with your supervisor and/or HRBP.

In some cases, OSHA advises making adjustments to achieve a proper seal when wearing a face covering. How can I do that with a bandana or cloth face covering?
Verizon recommends that you take appropriate steps to adjust the fit of your face covering, but it is not essential to achieve a tight seal when wearing a bandana, cloth, or KN95 to comply with Verizon’s face covering requirements. Verizon is not requiring face coverings to be worn as respirators for COVID-19. If you choose to wear your KN95 as a respirator voluntarily, please review the Voluntary Use of Respiratory Masks safety lesson plan.

Can I bring my own face covering?

Updated 7.30.2021
No, when face coverings are to be worn in our workspaces, employees must wear Verizon-provided face coverings or other coverings similar to surgical face coverings, KN95 or N95-type masks. If there is a reason you cannot do so, you must discuss that with your supervisor or HRBP.

**Can I reuse face coverings?**

Yes, face coverings may be reused as long as they are in good condition. There is no way of determining the maximum possible number of safe reuses. If reusing a KN95 or N95, the CDC advises hanging used face coverings in a designated storage area or keeping them in a clean, breathable container such as a paper bag between uses.

**How does one safely sterilize/clean a cloth face covering?**

According to the CDC, a washing machine should suffice in properly washing a cloth face covering. Do not sterilize or clean KN95 and N95 masks. Dispose of KN95 and N95 daily in a lined trash can.

**What if my coworkers choose to not wear a face covering?**

Employees must wear a Verizon-provided face covering in the circumstances listed in response to the “Do I have to wear a face covering?” question above.

**Can I use a plastic face shield?**

Yes, plastic face shields can be worn as a supplement to face coverings, social distancing and hand washing. A face shield is not intended to protect against airborne particles or splashes; however, it will assist in preventing you from touching your face.