
Frequently Asked Questions

Face Coverings

Updated 4.16.21

The use of a face covering is not meant to be a substitute for following social distancing, hand washing, and other safety recommendations provided on this page and elsewhere.

Why is CDC recommending face coverings?

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. This is to protect people around you if you are infected but do not have symptoms.

Do I have to wear a face covering?

All Verizon employees, as well as on-site contractors, vendors, third parties, and customers must wear a face covering when:

- unable to maintain social distancing
- entering or exiting a Verizon workplace
- moving about within a Verizon facility
- in a customer's home
- outdoors and social distancing cannot be maintained
- [required by law](#)

What types of face covering can I wear?

Face coverings may include any Verizon-provided covering including bandana-style masks, cloth masks and other coverings similar to surgical masks, KN95 or N95-type masks. Employees may choose to layer two face coverings.

Do I still need to stay at least 6 feet away from people if wearing a face covering?

Yes, wearing face coverings is an additional public health measure employees should take to reduce the spread of COVID-19. CDC still recommends that you stay at least 6 feet (1.8 meters) away from other people (social distancing), frequently wash your hands and take other everyday preventive actions.

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.

Will Verizon provide a face covering?

Yes, Verizon will make face coverings available to employees who are reporting to work outside of their homes.

Depending on availability, those coverings may include bandana-style masks, cloth masks, surgical-type masks and coverings similar to KN95 or N95-type masks. When a KN95-type mask is made available for this purpose, it will be solely for use as a face covering.

What type of face covering will I receive?

Depending on availability, coverings may include bandana-style masks, cloth masks, surgical-style face coverings and KN95 or N95-type masks.

Do I need to shave?

You do not need to shave to wear a face covering, including a KN95 worn as a face covering. In order to wear a KN95 or N95 mask as a respirator (rather than a face covering), your face must be clean-shaven to ensure a good fit.

In some cases, OSHA advises making adjustments to achieve a proper seal when wearing a mask. 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 masks 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?

No, when face coverings are required in our workspaces, employees must wear Verizon-provided face coverings. 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. 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 *Do I have to wear a face covering?* above.

How do I put on or take off a face covering?

Individuals should be careful not to touch their eyes, nose, and mouth when removing their face covering and wash hands immediately after removing. Please use the videos

for more information about how to put on, fit and take off your particular face covering.

If wearing a face covering more than once, avoid touching the front of the face covering and wash your hands immediately after touching.

- [Properly putting on, fitting, and taking off a KN95 or N95](#)
- [Properly putting on and taking off a face covering](#)

What if I feel I cannot wear a face covering?

If you are not able to wear a face covering, you should discuss it with your supervisor or HRBP.

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.

Do customers have to wear a face covering?

We are alerting customers when they schedule appointments that they will be required to wear a mask or face covering when we enter their home and to enter our stores. Store signs are also being updated to reflect this requirement. If a customer arrives at our store without a face covering they will be asked to reschedule the appointment. If a customer refuses to wear a face covering contact your supervisor.

Do vendors have to wear a face covering?

We are informing vendors that their employees must wear face coverings when entering and moving around a Verizon building or using a common area, consistent with the requirements for Verizon employees.