



MEMORANDUM

To: IndyGo Community
From: Jeffrey M. Brown, Vice President of Human Resources
Date: February 16, 2021
Subject: Frequently Asked Questions – Mask Mandate

This memorandum is to provide answers to frequently asked questions about the Mask Mandate:

QUESTION 1: What is the purpose of wearing a Mask?

ANSWER: Wearing a mask is about protecting others including our IndyGo Community as well as passengers and the public. Masks can reduce both the emission of virus when worn by an infectious person and reduce the uptake of virus when worn by a person in proximity to an infectious person.

QUESTION 2: What’s the right way to wear a Mask?

ANSWER: Your mask should cover your face from the bridge of your nose to under your chin. It should be loose fitting but secure enough to stay in place. Make sure you can talk with your mask on and that it doesn’t irritate you, so you are not tempted to touch it or pull it out of place, which could limit its effectiveness or put you at risk from touching your face.

QUESTION 3: Can I wear a face shield instead of a Mask?

ANSWER: No. Only face masks may be worn while on IndyGo property. Face shields are relatively ineffective in reducing droplets in the air compared to masks. As a result, face shields will not be permitted in lieu of a mask. You may, however, wear a mask and face shield at the same time.

QUESTION 4: Can I wear a bandana or a scarf as my Mask while at work?

ANSWER: No. Only a medical-grade mask or a cloth mask is the acceptable mask.



QUESTION 5: **Can I remove my face covering to communicate with people who are deaf, hard of hearing, or have disabilities that interfere with communication?**

ANSWER: Yes. Face coverings can pose special challenges for people who are deaf or hard of hearing, or who have communication needs or disabilities. It is permissible to temporarily remove your mask while communicating with someone who is deaf or hard of hearing or who has a condition or disability that makes communication with that person while wearing a face covering difficult.

QUESTION 6: **Do I need to wear a Mask over a neck gaiter?**

ANSWER: Yes. The Mask must be worn over a neck gaiter. Neck gaiters do not provide the same coverage as a medical-grade mask or a cloth mask.

QUESTION 7: **What happens if a doctor provides me a note stating I don't have to wear a Mask?**

ANSWER: Most people with underlying medical conditions can and should wear masks. There are exceptions for this mandate for employees who cannot wear the mask or face covering for physical, medical, or health-related reasons. If you have a medical condition and are concerned about wearing a mask safely, please contact Human Resources to discuss the benefits and potential risks of wearing a mask, and what adaptations and alternatives should be considered. When such an issue is raised, an individualized assessment will occur to determine if an exception to the Mask Mandate will be granted as an accommodation.

QUESTION 8: **Can I get a Mask exemption or waiver?**

ANSWER: No. Employees cannot get a waiver or exemption from wearing a mask. Recently, fake cards and flyers claiming the bearer is exempt from mask-wearing regulations have shown up in some areas. They claim the person carrying them has a physical or mental condition covered by the Americans with Disabilities Act ("ADA") that makes them unable to wear a mask. The United States Department of Justice issued a statement about these fake mask exemptions, explaining that the cards and flyers are fraudulent.



QUESTION 9: I work in a cubicle. Should I wear a Mask in my cubicle?

ANSWER: For those employees who work in a cubicle, if you can maintain physical distancing (more than 6 feet) from colleagues, you do not face each other, and your cubicle is higher than your head when sitting, you are not required to wear a mask. You must, however, wear a mask when leaving your immediate work area, such as visiting a breakroom or restroom, attending in-person meetings, and walking to and from your car, through the building, and in the garage.

QUESTION 10: Should I wear a Mask in a conference room?

ANSWER: Yes. Conference rooms should be treated as shared workspaces. When others are present, in workrooms/break rooms, conference rooms, offices, or cubicles you must wear a mask.

QUESTION 11: I work alone in my office. Do I still need to wear my Mask?

ANSWER: No. You may remove your mask while alone in your office, but you should have it close at hand to put on if someone were to enter the room or if you step into the hallway.

QUESTION 12: After I get the COVID-19 vaccine, do I still need to wear a Mask?

ANSWER: Yes. Please continue to wear a mask as it will take time to get enough people vaccinated to reduce COVID-19 and it helps avoid the potential for confusion as to who may and may not have had COVID-19 and eases safety concerns as well. Even if you get vaccinated, you must continue to wear masks in public, wash your hands frequently and avoid close contact with people outside of your home.

QUESTION 13: Can I be disciplined for not wearing a Mask or for not wearing it properly?

ANSWER: Yes. All IndyGo employees are required to wear masks covering their nose and mouth when indoors at 1501 W. Washington, the Julia Carson Transit Center, and the Drover Street Training Facility, or when driving an IndyGo vehicle, including a coach. If an employee declines to wear a mask as required, it is the obligation for all Supervisors, Managers, and management to address it with the employee and enforce the mask requirement. Disciplinary action may result for failure to comply or enforce the mask requirement.



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QUESTION 14: Does wearing a Mask stop the spread of COVID-19?

ANSWER: Yes. Wearing a mask can help reduce the transmission of COVID-19. A significant portion of individuals with COVID-19 lack symptoms (“asymptomatic”) and those who eventually develop symptoms can transmit the virus to others before showing symptoms. The virus can spread between people interacting in close proximity—for example, speaking, coughing, or sneezing—even if those people are not exhibiting symptoms. That is why Masks help reduce the spread of the virus.

QUESTION 15: What type of Mask should I obtain?

ANSWER: Look for a mask that is cloth or medical-grade or made with at least two layers of fabric. It should cover your nose and mouth without large gaps. The mask should have ear loops or ties so you can adjust it. For people who wear glasses, look for a mask with a bendable border at the top so you can mold the mask to fit the bridge of your nose and prevent your glasses from fogging.

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I hope this information is helpful. Should you have any questions about the Mask Mandate process please contact Human Resources at (317) 614-9209 or via e-mail at HELP-HR@indygo.net.