

FACILITATOR'S GUIDE
WEARING A MASK AT WORK:
PANDEMIC SAFETY TRAINING FOR FOODSERVICE WORKERS

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Introduction

Background

During the COVID-19 pandemic, our business has been forced to adapt policies on all levels to continue operating safely. In our cafes, almost every procedure has changed in the transition to curbside and takeaway service. Everything from how we package our product to our basic assigned roles on shift has shifted as a result of the current pandemic.

While our coworkers have always maintained a strong focus on food safety, adapting to constantly evolving local and national government regulations and recommendations for enhanced sanitation has placed a large mental burden on café workers. In particular, the practice of safely wearing masks has been hard to become accustomed to. While our coworkers have had ample practice and training in handwashing and utilizing hairnets and gloves as PPE, the introduction of cloth face masks and the enforcement of CDC guidelines for wearing cloth face coverings has proved to be challenging. Discomfort from wearing an item that touches one's face can lead to accidental unhygienic mask handling.

Description

'Wearing a Mask at Work' primarily consists of a mobile-friendly interactive online training which takes 20 minutes or less to complete. Coworker's successful completion of the training is guided by a leadership team member who will direct them to complete the interactive online training and test their knowledge afterward.

This training has been developed to ensure that all coworkers know and follow the same procedures while wearing a mask at work. In addition to teaching coworkers the CDC guidelines for safely utilizing cloth face coverings, this training emphasizes the fact that violating the guidelines can be dangerous to a coworker's own health and the health of others around them. By completing this training, we hope coworkers will feel motivated to adhere to the guidelines at all times while working.

All coworkers are required to complete 'Wearing a Mask at Work' and an in-person assessment. Café general manager will work with our HR team to track coworker participation.

Facilitator participation

For Café General Managers:

- You should facilitate the participation of all leadership team members.
- Once leadership team members complete 'Wearing a Mask at work and the in-person assessment, all other coworkers should do the same.
- You may facilitate the training of all other coworkers yourself, or delegate continued training to leadership team members who have completed their participation.
- You or a leadership team member should facilitate the training of all furloughed coworkers returning to work on their first day.

- A café ops team member will facilitate this training for all new hires during their onboarding.

Facilitating this training will require a maximum of 30 minutes of your time per assigned coworker. Your facilitation will take place during your regularly scheduled shift(s) at your home café.

Agenda

It is recommended to complete all steps (1-5) consecutively at the beginning of a single shift. If necessary, the steps 1, 2, 3-4, and 5 can each be completed as chunks.

For example:

Step 1 – at home café

Step 2 – at coworker's convenience (downtime during shift or outside of work)

Step 3-4 – at home café when coworker reports that they have completed step 2

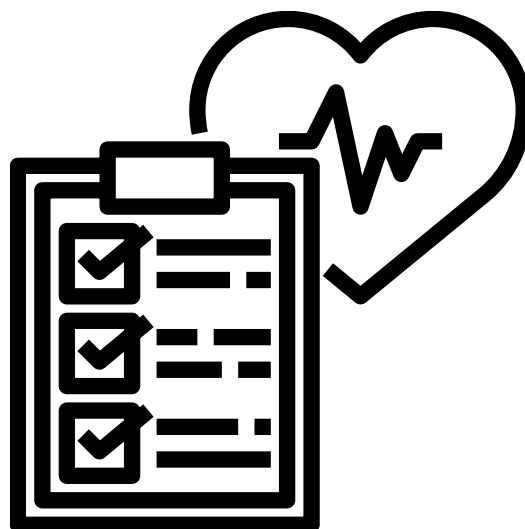
Step 5 – at facilitator's convenience (downtime during shift or outside of work)

activity	timeframe	description
1. Introduce training to coworker	5 minutes	<ul style="list-style-type: none"> • Describe training and expectations • Share access to online interactive training • Describe assessment and requirements • Determine when assessment will be conducted
2. Online interactive training	20 minutes	<ul style="list-style-type: none"> • Steps for putting on and taking off a mask • Fitting a mask • Mask hygiene/cross-contamination • Adjusting a mask
3. Follow-up activity	5-10 minutes	<ul style="list-style-type: none"> • Field questions and comments • Share tips and tricks • Practice procedures • Provide feedback and demonstration
4. In-person test	5-10 minutes	<ul style="list-style-type: none"> • Practical skill assessment • Verbal knowledge and attitude assessment
5. Notify HR	5 minutes	<ul style="list-style-type: none"> • Email HR regarding training results • Share any important questions or concerns expressed by trainee(s)

Introduce the training

Tips for facilitating

- Create a welcoming environment.
 - Emphasize that the purpose of this training is to enhance coworker health and safety.
 - In these uncertain times, we hope 'Wearing a Mask at Work' is a comfortable experience.
 - Completing this training with a familiar person in a familiar place will enhance trainee comfort.
- Be respectful but firm.
 - We respect all coworkers' individual feelings and viewpoints.
 - Be clear. Coworkers are required to wear masks or reusable cloth face coverings in our spaces.
 - If a coworker refuses to wear a mask at work or requests an exemption, refer them to our HR team to discuss their options.
- Listen and respond authentically.
 - When leading this training, focus on how the required procedures enhance coworker well-being. Avoid engaging in debate regarding the necessity of masks.
 - Listen to your trainee's comments and let them know that you will pass their feedback on to our HR team.
 - We hope that conducting this training will strengthen coworker relationships and foster open and honest discussions.



Instructions and requirements

1. Describe the training
 - a. Explain that 'Wearing a Mask at Work' is a required training.
 - b. The online interactive training will:
 - i. take 20 minutes or less.
 - ii. not be graded (though participation will be digitally noted)
 - c. The in-person assessment will:
 - i. be graded by facilitator (you)
 - ii. take 5-10 minutes
 - iii. be repeated if needed with no penalty
 - d. Emphasize that this training will enhance coworker health and safety.
 - e. Notify trainee that they will be awarded a badge on their personal coworker intranet page for completing this training.

- f. Set completion deadline – if not same day. (Consult with General Manager to set deadline if necessary).
2. Instruct trainee on participating in the online interactive training, 'Wearing a Mask at Work'.
 - a. Determine how trainee will complete 'Wearing a Mask at Work'
 - i. 'Wearing a Mask at Work' may be completed on personal smartphone, tablet, or computer.
 - ii. If necessary, plan a time for trainee to complete 'Wearing a Mask at Work' on café computer.
 - b. Link is available on coworker intranet page
 - i. Trainee may exit 'Wearing a Mask at Work' and restart at a later time if necessary.
 - ii. Trainee must view and interact with entire 'Wearing a Mask at Work' presentation to receive badge.
 - iii. Once badge is earned, link will be deactivated.
 - c. Preliminary survey and final survey
 - i. Inform trainee that they will need to complete both preliminary and final survey (links within online interactive training.)
 - ii. Answers will be used to evaluate and improve training effectiveness.
 - iii. Respondent's identity will not be attached to responses to either preliminary or final survey.
3. Introduce and plan in-person assessment process.
 - a. Briefly describe practical portion of assessment – trainee will accurately execute the steps of:
 - i. putting on mask.
 - ii. adjusting a mask.
 - iii. taking off a mask
 - b. Briefly describe verbal portion of assessment – trainee will explain:
 - i. Why mask hygiene is important
 - ii. An example of cross-contamination due to mask handling
 - c. Reiterate that the assessment may be repeated with no penalty
 - d. Determine when facilitator will administer assessment.
 - e. Direct trainee to notify facilitator when ready to complete assessment.
 - f. Inform trainee they may bring and use their own reusable mask to complete the assessment.
4. Dismiss trainee to complete 'Wearing a Mask at Work' online interactive training

Online interactive training

Trainee will complete this activity independently without facilitator or other trainees. Trainees must access the online interactive training 'Wearing a mask at Work' through the link on their own personal coworker intranet page. Trainee must access all content of the module to receive credit for completing 'Wearing a mask at Work'.

Tools and ingredients

- Personal smartphone, tablet, or computer
OR
- Café computer
- WiFi or Data connection

'Wearing a Mask at Work' content

1. Introduction
 - a. Reason for training
 - b. Interaction – link to preliminary survey
 - c. Introduction of objectives
2. Stimulation of prior knowledge – hand washing
3. Putting on a mask
 - a. Best practices
 - b. Interaction – place the steps in order
4. Fitting your mask
 - a. Guidelines
 - b. Interaction – 'fit or not?' matching activity
5. Remove a mask
 - a. Best practices
 - b. Interaction – place the steps in order
 - c. When to replace a mask
6. Practice quiz on putting on a mask, removing a mask, and fitting a mask.
7. Mask hygiene
 - a. Reminder – hand washing
 - b. Stimulation of prior knowledge – cross-contamination
 - c. Cross-contamination and masks
8. Adjusting a mask
 - a. Best practices
 - b. Interaction – place the steps in order
 - c. Interaction – identify dangers of cross-contamination
9. Conclusion
 - a. Reminder of main concepts
 - b. Interaction – link to final survey
10. Direct trainee to report back to facilitator



Follow-up activity

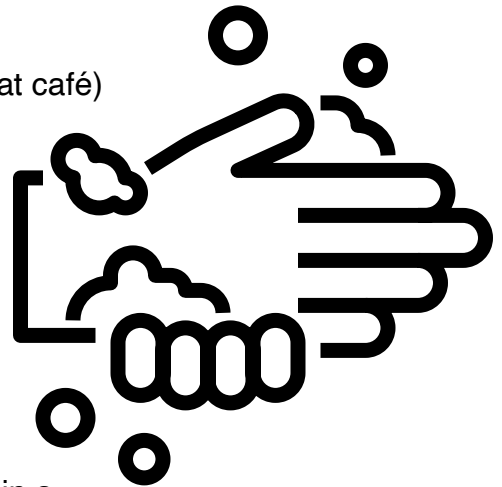
This is a face-to-face activity. Follow-up should take place at the coworker's home café immediately before conducting the assessment. Multiple trainees may participate in follow-up activity. This activity is intended to ensure that coworkers receive hands-on experience practicing the skills learned in 'Wearing a Mask at Work' before completing the assessment.

Tools and ingredients

- New disposable masks (type supplied for coworkers at café)
- Coworker's reusable cloth mask(s) (optional)
- Handwashing sink

Tips for facilitating - reminder

- Create a welcoming environment.
 - Emphasize that the purpose of this training is to enhance coworkers health and safety.
 - In these uncertain times, we hope 'Wearing a Mask at Work' is a comfortable experience.
 - Completing this training with a familiar person in a familiar place will enhance trainee comfort.
- Be respectful but firm.
 - We respect all coworkers' individual feelings and viewpoints.
 - Be clear. Coworkers are required to wear masks or reusable cloth face coverings in our spaces.
 - If a coworker refuses to wear a mask at work or requests an exemption, refer them to our HR team to discuss their options.
- Listen and respond authentically.
 - When leading this training, focus on how the required procedures enhance coworker well-being. Avoid engaging in debate regarding the necessity of masks.
 - Listen to your trainee's comments and let them know that you will pass their feedback on to our HR team.
 - We hope that conducting this training will strengthen coworker relationships and foster open and honest discussions.



Lead the activity

1. Ask trainee(s) to share any questions or comments after experience participating in 'Wearing a Mask at Work' online interactive training
 - a. Confirm trainees understand main concepts presented

- b. Provide an opportunity for trainees to respectfully express their opinions – let them know you will pass their feedback on to our HR team.
 - c. Share tips, tricks, and experiences of wearing masks while working
2. Provide opportunity for hands-on practice
 - a. Prompt trainees to wash hands when necessary
 - b. Prompt trainees to test disposable masks provided
 - c. Discuss experiences with different reusable mask styles – test fit if any reusable masks were brought
 - d. Provide feedback on trainees' areas for improvement
 - e. Demonstrate best practices if necessary
3. Ask trainee to verbally confirm they are ready to complete the assessment.

Assessment

This is an in-person assessment. This assessment should take place at the coworker's home cafe immediately after conducting the follow-up activity. This assessment will be conducted one-on-one.

Tools and ingredients

- New disposable masks (type supplied for coworkers at café)
OR
- Coworker's reusable cloth mask
- Handwashing sink
- Printed copy of assessment questions (see pg. 11)
- Printed rubric – 3 copies (see pg. 12)

Assessment instructions

1. Introduce the assessment
 - a. Describe the assessment to the trainee
 - i. Briefly describe practical portion of assessment – trainee will accurately execute the steps of:
 1. putting on mask.
 2. adjusting a mask.
 3. taking off a mask



- ii. Briefly describe verbal portion of assessment – trainee will explain:
 1. Why mask hygiene is important
 2. An example of cross-contamination due to mask handling
 - b. Reiterate that the assessment may be repeated with no penalty
 - c. Complete introduction
 - i. Show the trainee the assessment rubric
 - ii. Ask trainee to verbally confirm that they understand the assessment
2. Complete the practical portion of the assessment
 - a. Prompt trainee to demonstrate their skills by reading the assessment questions
 - b. Observe and record the trainee's performance
3. If the trainee does not demonstrate perfect performance of all practical test items:
 - a. Provide feedback to trainee
 - b. Begin assessment again using a new printed rubric
4. Proceed to verbal assessment
 - a. Read prompts form assessment questions
 - b. Grade trainee's responses on rubric
 - c. Take notes on trainee's responses
5. Conclude assessment
 - a. Inform the trainee that they have completed 'Wearing a Mask at Work'
 - b. Tell trainee that they will receive the mask badge on their coworker intranet page
 - c. Thank the trainee for participating

Assessment questions

Facilitator – please use the script in [Blue](#) as you lead this assessment

Practical assessment

I will ask you to perform a series of tasks one-by-one. You must complete each task according to the procedures you learned in 'Wearing a mask at Work' and which we reviewed together earlier. As you complete these tasks you may use a disposable mask provided by this café or your own reusable mask if you choose. Let me know when you are ready for the first task.

1. Put on a fresh mask.

[Thank you. Let me know when you are ready for the next task](#)

2. Imagine your mask has become uncomfortable; adjust your mask.

[Thank you. Let me know when you are ready for the next task](#)

3. Take off your mask

If the trainee did not complete tasks accurately:

[Thank you. I will now give you feedback before you attempt this assessment again.](#)

If the trainee completed tasks accurately:

[Thank you. We will now move on to the verbal portion of this assessment.](#)

Verbal assessment

I will now ask you questions about what you learned in 'Wearing a mask at Work' and which we reviewed together earlier. Let me know when you are ready for the first question.

1. How can improper mask handling put you at risk?

[Thank you. Let me know if you are ready for the next question.](#)

2. What is the most important step you can take to avoid cross contamination?

[Congratulations. You have successfully completed this assessment!](#)

Rubric

Facilitator Name:

Trainee Name:

Practical assessment – perfect score / ALL 'YES' grades required

1. Put on a fresh mask. Trainee completes in order:	yes	no
Wash hands		
Grab mask by strings		
Secure mask over ears or behind head		
Fit mask over nose and chin		
Wash hands		

2. Adjust your mask. Trainee completes in order:	yes	no
Wash hands		
Adjust mask		
Wash hands		

3. Take off your mask Trainee completes in order:	yes	no
Wash hands		
Release mask by strings		
Dispose of or store if reusable		
Wash hands		

Verbal assessment – trainee briefly and accurately discusses at least ONE topic listed

1. How can improper mask handling put you at risk?

Possible topics:	yes	no	NOTES:
Cross-contamination			
Spread of germs and saliva			
Exposure to pathogens			

2. What is the most important step you can take to avoid cross contamination?

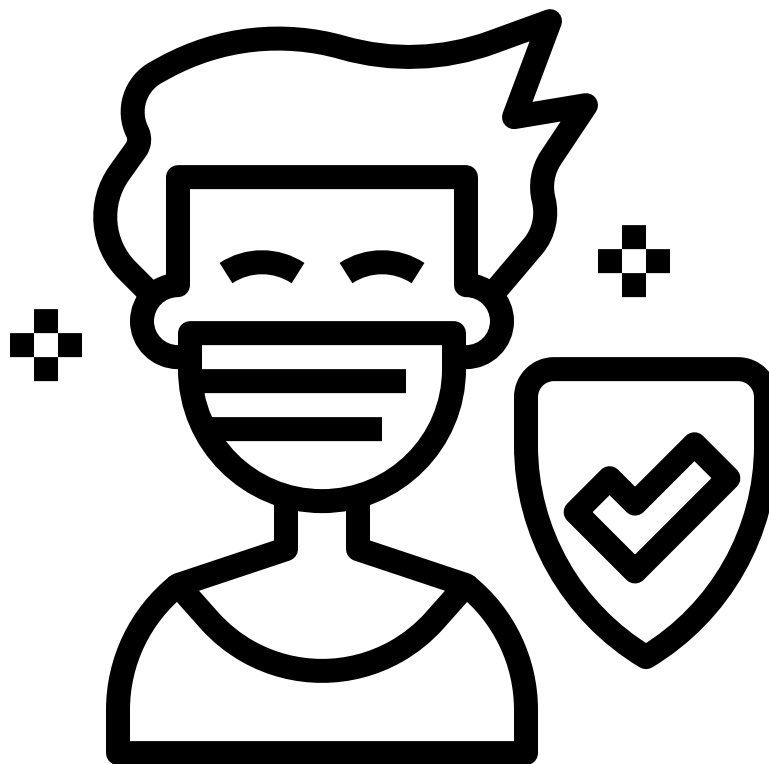
Possible topics:	yes	no	NOTES:
Frequent hand washing			
Avoiding touching mask			

Report training results

Email HR@companyx.com when an assigned coworker completes the 'Wearing a Mask at Work' training and assessment. You do not need to keep or forward completed rubric after the reporting on the assessment. Reporting may be done for each individual or in batches.

Report:

- Names of trainee(s) who passed their assessment
- Any major concerns or questions raised during training
 - Avoid attaching any individual's identity to feedback unless they have requested a follow-up from our HR team.
 - Forward feedback in a separate communication or in batches if that helps maintain coworker confidentiality



References

Complete list of works referenced in this training (including in design document and online interactive training)

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