



# COMMUNICATION TIPS

## DURING COVID-19

The University of Science and Arts of Oklahoma encourages students, faculty and staff to take positive steps when they see others taking actions that are not consistent with university policy related to COVID-19.

Because it's not always easy to have a conversation that may appear accusatory or confrontational, the university has developed these communication tips.

How you say something is just as important as what you say. Empathy and compassion are helpful communication styles and can be an effective approach during these challenging times.

If you don't feel comfortable talking with someone or they refuse to be compliant, you can report it online at [usao.edu/coronavirus](https://usao.edu/coronavirus).

### WHEN YOU SEE SOMEONE ON CAMPUS WITHOUT A MASK

#### For Students

Did you know wearing a mask on campus is required? You should have received a free one when you moved in or from Student Services. You can get your wellness kit, which includes a mask, from them in the Student Center, 3rd floor.

Hey Jordan, I see that you don't have a mask on today. To ensure the health and safety of everyone in the class, please put your mask on. I really appreciate your cooperation. Thanks!

#### For Employees

Your health is really important to me. Have you received your wellness kit? If not, you can pick it up from the Communications & Marketing Department in Troutt Hall, Room 103.

Hi Emma, I see you're not wearing your mask. Remember it's mandatory that we all wear them. I'd really appreciate your cooperation. Thanks!

#### For Visitors

Were you aware that masks are required to be worn by everyone on campus? If you need one, we have some available in the Business Office in Troutt Hall, Room 220.

### WHEN PEOPLE ARE NOT SOCIAL DISTANCING

I'm worried about getting you sick, can we please stand 6 feet apart?

I understand you are not worried, but I've decided to continue practicing social distancing and am not yet comfortable with being closer than 6 feet. Do you mind maintaining the 6-foot recommendation?

Hey friends, I saw a larger table available over there if you need more space for studying. Stay safe!

Hey there! Would you mind sneezing/coughing into your elbow or the other direction, please?

It's getting a tad crowded here, would you all mind relocating, as the seating here is limited? Remember, 6 feet!

Please let me know when you are finished so I can come back – I know we all want to maintain proper social distancing.

## WHEN GREETING AND APPROACHING OTHERS ON CAMPUS

Hi! I'm avoiding contact due to the virus, but it is a pleasure to meet you.

I would feel terrible if we got one another sick. Let's keep our 6-foot distance for now.

I'm so glad to see you. We can air high five, bow or curtsy to one another. You choose.

Expressing Thanks to Those Following University COVID-19 Policy  
Love your mask. Thanks for wearing it!

I appreciate you keeping your distance for the health of all.

Yo! You rock! Thanks for being a great example!

## COMPLIANCE

If you notice an instance where the mask policy and/or social distancing requirement is not followed, you can report the incident online at [usao.edu/coronavirus](https://usao.edu/coronavirus).

Employees and students who refuse to comply with the USAO Fall Reopening Plan guidelines are subject to disciplinary action, in accordance with the applicable faculty, staff or student handbook policy. If an employee or student indicates compliance is not possible due to medical reasons, the individual should be referred to the appropriate university office to request accommodations on the basis of disability. Vendors, visitors and patients who refuse to comply with this plan are subject to having their access to campus suspended or terminated.