

# Frequently Asked Questions

## Facemask Ordinance for

# BUSINESSES

**EL DORADO**  
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- 1. How does the ordinance effect businesses/organizations/non-profit organizations?** Businesses, organizations, and non-profit organizations are required to comply with the ordinance. To do so, such organizations shall require employees, customers, and visitors to wear a mask or face covering upon entry into facilities. Organizations should ask people who elect not to wear a mask or face covering to either wear a mask or face covering, stay at least six feet away from all individuals in the premises, or leave the premises.
- 2. As a business owner/operator, do I have to require employees and patrons to wear masks?** Yes. In order to comply with the intent of the ordinance businesses shall require employees and patrons to wear a mask or face covering.
- 3. If the business posts the sign saying masks are required, is that sufficient for trying to enforce the rule?** The ordinance requires businesses within the City limits to require employees, customers, visitors, members to wear a mask or other face covering where six feet of distancing can't occur. If a business owner and/or employee sees someone entering and/or walking around the business and six feet of distancing isn't happening/ cannot happen, the employee should remind the individual about the mark ordinance and request that the individual put on a mask, social distance, or leave the premises. Businesses are not required to designate a single staff person to stand at the door and enforce the ordinance.
- 4. Does the ordinance apply to religious organizations?** Yes. Religious organizations are not exempt from the provisions of the ordinance.
- 5. Does the ordinance apply to other governmental entities?** Yes, the ordinance applies to any governmental entity with offices or operations located within El Dorado.
- 6. What does an organization do if patrons are not willing to comply?** Organizations may ask patrons or visitors to leave the premises if they are unwilling to comply with the mask requirements. Organizations may contact the El Dorado Police Department to report situations where people refuse to leave after being asked to wear a mask or face covering and after being asked to leave the premises.
- 7. Will organizations be required to provide masks to employees or patrons?** Organizations are not required to provide masks or face coverings to employees, patrons, or visitors. Organizations may choose to make masks or face coverings available to employees or visitors, although there is not requirement that organizations do so.
- 8. Are organizations required to post a "masks required" sign?** No, the ordinance does not specifically require the posting of signage stating that masks or face coverings are required. The City, however, will provide a downloadable sign that may be printed off and posted to inform the public of the requirement. Printable signs may be found at [www.eldoks.com/masks](http://www.eldoks.com/masks).

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**9. What about individuals wearing masks below the nose, especially in food service environments?**

Failing to wear or failing to require a face covering of the nose and mouth would technically be a violation of the ordinance.

**10. What if my business operates outside?** The ordinance requires a person to cover their mouth and nose with a mask or other face covering while outdoors in public spaces if they're unable to maintain a six-foot distance between individuals (not including individuals who reside together) with only infrequent or incidental moments of closer proximity.

**11. In terms of the enforcement, if individuals discover a business not complying with the ordinance, who should be contacted? Is there a hotline or specific individual?** The City asks citizens who wish to report a possible violation to call 321-9100 and select Option 5 from the menu. Your call will be directed to dispatch. Please **do not** call 911 to report possible mask ordinance violations, that number should be used only for emergency situations.

**12. Where can I find out more information?** The City will make additional information about the mask ordinance available on its website at [www.eldoks.com/masks](http://www.eldoks.com/masks).