



MEMORANDUM

TO: Alaska businesses and patrons
FROM: Sara Chambers, Director
DATE: May 22, 2020; updated December 9, 2020
RE: Patron/client/patient masks

Alaskans continue to minimize the spread of COVID-19 by acting responsibly and following local, [state](#), national, and industry guidelines on ways to conduct business and activities safely. Guidance and alerts specific to practice by licensed professionals can be found on our [division's COVID-19 web page](#).

The intent of issuing guidance for professional practice is not to discriminate against patrons who are unable to wear masks or face coverings due to a disability or for whom wearing a face covering may be unsafe. Some people with disabilities may not be able to wear masks due to health and safety concerns. Individuals who state they have a disability that prevents them from safely wearing a mask should be allowed to enter an establishment if doing so does not place others at risk or offered reasonable modifications to access the establishment's services. Reasonable modifications may include curbside pick-up, delivery, or telephone/video appointments. Modifications may not be an option if: it would fundamentally alter the service provided; it would create undue burden such as significant difficulty or expense; or the individual poses a direct threat to the health or safety of staff and/or customers.

Personal care assistants should also be allowed access to the establishment when accompanying the patron.

Please direct any questions about this memorandum or related guidance to sara.chambers@alaska.gov or contact David Newman, State ADA Coordinator, at david.newman@alaska.gov.

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