

Vaccine Verification De-Escalation Toolkit (English Version)





King County is sunsetting its vaccine verification requirement. However, businesses can still require patrons to show proof of vaccination. The mask mandate is still in effect. In case you are continuing the vaccine verification requirement here are possible scenarios with advice on how to navigate difficult situations.

REMINDERS

Businesses should not question anyone's disability nor must they investigate the validity of a customer's stated exemption.

Businesses must also never treat a customer differently based on their race, color, ancestry, national origin, place of birth, sex, age, religion, creed, disability, sexual orientation, gender identity, weight or height.

Businesses should NEVER attempt to physically engage a combative or violent customer who refuses to comply. Below, businesses will find scenarios to help anticipate possible interactions.



SCENARIOS

- Individual asks why the policy is still in effect until March 1st
 - To maintain pandemic-reduction goals, employees must continue verifying vaccination status until the order ends March 1st. We cannot stop right when we are so close to the end of this order.
- Customer/patron says they cannot receive a vaccine due to underlying health condition or disability
 - Businesses can ask for a negative COVID-19 test as an alternative. This can be a rapid test provided at event sites or a PCR test. Home tests are not valid.
 - If customer/patron does not have a negative COVID-19 test, or refuses one, businesses can offer outside alternatives, takeout or delivery options, if available.
- Customer/patron resists providing vaccine verification or a negative COVID-19 test
 - Businesses can explain that this is a King County order and that the establishment cannot provide indoor service without verification.
 - Businesses can offer alternatives like outside options or takeout.
 - Businesses must do their best to enforce this order but will not be held accountable for customer's behavior.
- Customer/patron becomes threatening or violent
 - Ask the patron to leave the establishment. Do not fight or threaten back. More tips for responding to a person who becomes threatening are available from the [Crisis Prevention Institute](#).



- Individual brings in a home rapid COVID-19 test
 - Home tests are not valid under this order. The tests must be rapid tests provided on site or a PCR test from a medical professional.
 - These individuals can be offered outside alternatives.

- Individual does not have proof of vaccination nor will they provide a negative COVID-19 test, but they promise to wear a mask while indoors
 - Masking is not an accommodation. Businesses can offer reasonable alternatives to this patron that are outside or allow them to be served to-go.

- Individual asks about accommodations for people with disabilities
 - Please keep in mind that some people with disabilities may not have access to their vaccine information. If a person declares or is perceived to have a disability and cannot provide proof of vaccine, verbal communication of their vaccination status should be accepted instead of physical proof of vaccination.
 - For people with disabilities who are unvaccinated, a verbal declaration that they have received a negative COVID-19 test within the past 3 days should be accepted.

- Individual says that they do not have to provide vaccine verification because they don't plan to eat or drink anything
 - This order applies to all individuals 12 and over at covered establishments and public events. This individual would need to provide vaccine verification, a negative COVID-19 test or be provided with an outside alternative.



- Business suspects customer is providing fake vaccine verification or COVID-19 test
 - This is a trust-based order. Businesses should uphold to the best of their ability and not get in an altercation.
- Repeat customer who's shown vaccination records on a prior occasion asks if they really need to show verification every time
 - The customer/patron must provide vaccine verification or a negative COVID-19 test at each visit. One exception is gyms or similar venues that choose to keep a record of vaccination status for their members on file. If a gym client chooses to use a negative COVID-19 test instead of proof of vaccination to enter, they must show a negative COVID-19 test in the last 3 days.