

Sample Policy

Mandatory Use of Masks/Face Coverings within [Name of Establishment]

Beginning July 14, 2020, all staff, visitors and customers are required to wear a mask/face covering upon entering and remaining within [name of Establishment]. The mask/face covering must securely cover the nose, mouth and chin.

Temporary removal of the mask/face covering is permitted where necessary while maintaining 2 metres physical distance for the purposes of receiving services such as dining, or while actively engaging in an athletic or fitness activity.

The following persons are exempted from requiring a mask/face covering and will not be required to provide proof of such exemption, any person who:

- is younger than two (2) years of age,
- has an underlying health condition that prevents them from safely wearing a mask/face covering,
- is unable to put on or remove their mask/face covering without the assistance of another person,
- is reasonably accommodated by not wearing a mask/face covering under the Ontario *Human Rights Code*, R.S.O. 1990, c.H.19, as amended, or
- is employed by or is an agent of the Operator of an Enclosed Public Space and:
 - is in an area of the premises that is not designated for public access, or
 - is within or behind a physical barrier (e.g., Plexiglass).

Staff must be informed of their responsibilities under the policy, and how to respond in various circumstances including:

- customer arrived without a mask/face covering because they forgot or don't have one;
- customer who is exempt from wearing a mask/face covering;
- customer wanting more information about the policy;
- customer who becomes aggressive about the new requirement;
- customer wanting information about the importance of wearing a mask/face covering or the science on the use of masks/face coverings;
- customer asking about the availability of alcohol-based hand sanitizer (70-90% alcohol concentration);
- customer who wants to know if they can be fined.

[Signage](#) on the requirement must be posted and visible to the public.

Don't judge others for not wearing a mask. Kindness is important as some people may not be able to wear a mask or face covering.

This policy has been created in compliance with the directive of the Medical Officer of Health under the authority of the *Emergency Management and Civil Protection Act* (EMCPA) Ontario Regulation 263/20.

Additional Resources for Staff

- See link for [sample script for staff/greeters](#)
- [Information for business operators](#)

Adapted with permission from Ottawa Public Health