

Sample Policy

Mandatory Use of Mask or Face Covering within the Premises of [Name of your business/organization]

Beginning July 24, 2020, those entering [Name of business/organization] are required to wear a mask or face covering. Subject to exemptions under the By-law, masks must cover the nose, mouth and chin.

Signage Required

[Name of business/organization] is required to post at all entrances a clearly visible sign indicating:

ALL PERSONS ENTERING OR REMAINING IN THESE PREMISES SHALL WEAR A MASK OR FACE COVERING WHICH COVERS THE NOSE, MOUTH AND CHIN AS REQUIRED UNDER NORFOLK COUNTY BY-LAW 2020-66

Exemptions

The following persons are exempted from wearing a mask or face covering. Persons with underlying medical conditions may also chose to wear a face shield. ***Proof of a medical condition, age or disability requiring accommodation is not required.***

- Children two years of age or younger
- Children between the ages of 3 and 5 who cannot be persuaded to wear a mask by their caregiver
- Those with underlying medical conditions which inhibit their ability to wear a mask may wear no mask or may wear a face shield
- Those unable to place or remove a mask without assistance
- Employees or agents of the person responsible for the [Name of business/organization] anywhere where 6 feet of social distancing can be maintained or if they are within or behind a physical barrier
- Persons who are accommodated by not wearing a mask or where the removal of a mask is necessary to accommodate a person, in accordance with the *Ontario Human Rights Code*
- Any paramedic, fire fighter or police officer acting in the course of their duties

Temporary Removal

Temporary removal of a mask is permissible if it is required to access a service, such as while actively eating or drinking or while actively engaging in an athletic or fitness activity, or if it is required as an accommodation under the *Ontario Human Rights Code*.

Training

What if a customer arrives without a mask and isn't exempt from the By-law? Either we will offer a mask they can use or offer an alternative form of service, such as curbside pick-up; if they refuse these options, they will be asked to leave

What do I do if a person says they are exempt from the By-law? When a person indicates they are exempt from the By-law, they are permitted to enter the premises; however, we will also offer them an alternative form of service, such as curbside pick-up, if it is an option in the circumstances. They must indicate a willingness to accept that alternative.

What if a customer wants more information about the policy and bylaw? We can offer them a copy of our policy and the By-Law.

What if a customer wants more information about wearing a mask? We will have on hand information about the benefits of mask wearing or direct them to the [Health Unit's website](#), which has posters available for download and fact sheets about mask wearing, including the benefits of wearing a mask and how to properly wear a mask

What if a customer asks if they can be fined? Under the By-law, persons entering a premises cannot be fined, but the Operator of the premises can be subject to fines for failure to follow the By-law