

Mandatory Use of Non-Medical Mask or Face Covering – Publicly Accessible Areas

Policy Number:

Related Documents

Relevant Legislation

Author:

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Authority:

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Officer

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Replaces:

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- [Use of Non-Medical Mask or Face Covering – Staff Only Areas](#)

- [The Regional Municipality of Halton By-law 47-20](#)
- [Ontario Human Rights Code](#)

Purpose

This policy is in accordance with The Regional Municipality of Halton By-law 47-20 and address the mandatory use of non-medical masks or face coverings while in a public area of a Regional facility.

Scope

This policy applies to every person five (5) years old or older (which includes, but is not limited to, owners, operators, employees, workers, visitors, patrons, and customers) entering an enclosed public area within a Region of Halton facility.

Policy

Beginning Wednesday, July 22, 2020, every person five (5) years old or older (which includes, but is not limited to, owners, operators, employees, workers, visitors, patrons, and customers) must wear a Non-Medical Mask or Face Covering upon entering and remaining within publicly accessible areas of a Region of Halton facility.

Such a Non-Medical Mask or Face Covering must cover the mouth, nose and chin. This is in accordance with [The Regional Municipality of Halton By-law 47-20](#).

Other public health safety measures, such as physical distancing and hand washing, must still be practiced in conjunction with the wearing of a Non-Medical Mask / Face Covering.

The following exemptions from wearing a Non-Medical Mask or Face Covering shall apply, **without proof required**:

- the person has an underlying medical condition where wearing a Non-Medical Mask or Face Covering would inhibit the person's ability to breathe in any way;
- the person may experience a negative impact to their emotional well-being or mental health;
- the person has a developmental disability which inhibits their ability to wear a Non-Medical Mask or Face Covering;
- the person has a disability whereby the wearing of a Non-Medical Mask or Face Covering would limit their ability to reasonably communicate with others or otherwise present a hardship for a person or persons assisting the individual;
- the person is unable to place or remove a Non-Medical Mask or Face Covering without assistance;
- persons temporarily removing their Non-Medical Mask or Face Covering when necessary for receiving services (such as having a meal), or while actively engaging in an athletic or fitness activity; and
- employees and agents of the person responsible for the Public Place within an area designated for them and not for public access, or within or behind a physical barrier, who are subject to the [Use of Non-Medical Mask or Face Covering – Staff Only Areas](#) policy .

Pursuant to the by-law, no person shall be discriminated against for not wearing a Non-Medical Mask or Face Covering due to an exemption. All persons at Region of Halton facilities are reminded to be respectful of the rights of individuals who are not wearing a Non-Medical Mask or Face Covering due to an exemption.

Any individual claiming an exemption must adhere to physical distancing requirements (i.e. 2 metres). If this is not possible, Region of Halton facility employees will work to provide service in an accommodated manner, such as providing service behind a protective barrier.

Region of Halton facility will ensure training for all of its employees on the requirements of [The Regional Municipality of Halton By-law 47-20](#). This training shall include instructions on how to respond in various circumstances, such as those listed below:

- a customer arrived without a Non-Medical Mask or Face Covering because they forgot or don't have one;
- a customer who is exempt from wearing a Non-Medical Mask or Face Covering and if physical distancing requirements cannot be maintained, how to provide service in an accommodated manner;
- a customer wanting more information about the policy and by-law;
- a customer who becomes aggressive about the new requirement;
- a customer wanting information about the importance of wearing a Non-Medical Mask or Face Covering, the science on the use of masks, or other measures that can be taken to prevent the spread of COVID-19 (such as physical distancing and hand washing);
- a customer asking about the availability of alcohol-based hand sanitizer (70-90% alcohol concentration); and/or
- a customer who wants to know if they can be fined.

Region of Halton facilities will ensure staff are provided with additional resources to aid in their ability to deal with any of the aforementioned situations. The following resources have been made available to staff:

- Province of Ontario: [COVID-19: Support for businesses](#)
- Province of Ontario: [Reopening Ontario](#)
- Government of Canada: [Coronavirus Disease \(COVID-19\): Prevention and Risks](#)

Region of Halton facility will ensure that a sign on the by-law, a copy of which is included as part of this document, is posted and visible to the public at all entrances to Region of Halton facility. A sample mandatory Non-Medical Mask or Face Covering poster is available to [download](#), print and post on The Regional Municipality of Halton website [halton.ca](#).