

Sample Policy

Mandatory Use of Mask or Face Covering within [*Name of Business or Organization*]

1. All employees, visitors and customers are required to wear a mask or face covering upon entering and remaining within [*Name of Business of Organization*]. In spaces not accessible to the public, masks are required when it may be challenging to maintain a distance of 2 meters from others. The mask or face covering must cover the nose, mouth and chin. Masks must be in contact with the surrounding face without gapping.
 - a. The following persons are exempted from the requirement to wear a mask or face covering and will not be required to provide proof of such exemption:
 - i. Children who are younger than two years old;
 - ii. People who are unable to put on or remove their mask without help;
 - iii. People who have a medical condition that inhibits their ability to wear a mask;
 - iv. People who are receiving accommodations according to the *Accessibility for Ontarians with Disabilities Act, 2005* or the *Human Rights Code*;
 - v. People who meet other exemption criteria listed on the [province's website](#);
 - b. Temporary removal of the mask or face covering is permitted where necessary for the following purposes:
 - i. Actively engaging in an athletic or fitness activity, including water-based activities;
 - ii. Consuming food or drink;
 - iii. For any emergency or medical purpose.
 - iv. Other exceptions listed on the [province's website](#) that apply to your business or organization.
2. This policy will be implemented and enforced in “good faith” to promote mask use in enclosed public spaces.
 - a. Persons with exemptions listed under 1a) are not required to show proof of exemption.
 - b. Signs about the requirement to wear masks or face coverings shall be posted at all public entrances.
 - c. Persons entering or remaining without a mask or face covering will be given a verbal reminder of the policy’s masking requirement.
 - d. Employees will be trained on the policy, including where and how to properly wear a mask or face covering, and how to help and respond to customers who do not have a mask or face covering.
 - e. A copy of this policy will be made available on request to a public health inspector or other person authorized to enforce the EMCPA.

3. Staff must be protected when interacting with unmasked people.
 - a. Staff can be protected by the use of impermeable barriers, distancing, or eye protection.
 - b. Businesses may decide to refuse entry to exempt individuals.
 - c. There are no exemptions when it comes to protecting staff.
4. Accommodations for people who cannot wear masks should be provided, if possible.
 - a. Accommodations may include curbside pickup, placing orders curbside, delivery, and/or other accommodations.
5. Where a conflict between this policy and the provincial masking requirements exist, the more stringent requirement will be used.