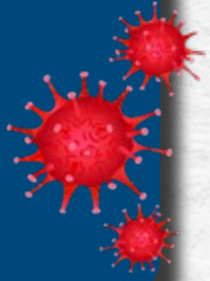


COVID-19 Mandatory Mask Instructions for Commercial Establishments



Checklist for Establishment Owners and Operators

To ensure continued successful reopening and to safeguard against COVID-19 community transmission now and into the fall, the Durham Region Health Department is instructing all persons responsible for operating a business or organization that is indoors and open to the public and is permitted to open as of 12:01 a.m., July 24, 2020 under the [Reopening Ontario Act \(A Flexible Response to COVID-19\), 2020, S.O. 2020, c.17 Ontario Regulation 364/20 – Rules for Areas in Stage 3](#) within Durham Region to do the following:

Currently in effect:

Ensure that the business or organization operates in accordance with all applicable laws, including the Occupational Health and Safety Act and the regulations made under it.

Operate the business or organization in compliance with the advice, recommendations and instructions of public health officials, including any advice, recommendations or instructions on physical distancing, cleaning or disinfecting, hand hygiene, and cough and sneeze etiquette.

Implement screening practices for employees and members of the public, including requiring those who are ill to stay home and advising them to be tested for COVID-19. Screening can be active (asking questions) and/or passive (signage). For employees, screening must be completed prior to reporting to work. For members of the public, signage at all entrances can be used to inform visitors of new protocols during this phase of reopening public buildings. Examples of passive screening signage can be found on the [Durham Region Community Reopening Toolkit](#) and the Ministry of Health's website.

Effective 12:01 p.m. July 28, 2020, all persons responsible for a business or organization permitted to open during Stage 3 within Durham Region must:

Have a policy in place to ensure that no Person is permitted to enter or remain in an Enclosed Public Space of a business or organization unless they are wearing a non-medical face mask or Face Covering at all times in a manner that covers the mouth, nose and chin without gaping. The Face Covering may be temporarily removed to access services provided by the business or organization where it is reasonably required to do so. Best Efforts shall be made to allow entry to Persons wearing a Face Covering.

cont'd on next page

Upon request, be able to provide a copy of the mask policy for inspection by any person authorized to enforce the **Durham Region Medical Officer of Health Instructions to Persons Responsible for a Business or Organization Permitted to Open (under the [Reopening Ontario Act \(A Flexible Response to COVID-19\), 2020, S.O. 2020, c.17 \[ROA\] and associated Regulations](#))** (letter dated July 28, 2020).

- The policy should be enacted and enforced in 'good faith' and should be used as an opportunity to educate about the use of non-medical masks or face coverings in premises where physical distancing may be difficult. Services should not be denied based on an inability to wear a face covering.
- Post appropriate visible signage indicating that non-medical masks or face coverings are required inside the premises, but that exemptions are allowed. Sample signage can be found on the [Durham Region Community Reopening Toolkit](#).
- Ensure all employees are aware of the policy and are trained on your establishment's expectations for enforcing the mask policy, as well as personal exemptions.

Ensure that all staff, customers and visitors wear a mask indoors, with some exceptions.

When needed, provide a verbal reminder to employees, visitors and customers to wear a mask or face covering while inside the premises.

People who are unable to wear a mask or face covering due to health, age or other reasons do not require proof for the exemption.

Consider offering alternative services to customers who are unable to wear a mask for services that require longer interactions or close contact. For example, provide online, telephone, curbside pickup or off-peak hour services.

More information can be found at "**Durham Region Medical Officer of Health Instructions to Persons Responsible for a Business or Organization Permitted to Open (under the [Reopening Ontario Act \(A Flexible Response to COVID-19\), 2020, S.O. 2020, c.17 \[ROA\] and associated Regulations](#))**". See next page for a sample policy.

More information about masks and face coverings is available [here](#).

cont'd on next page



durham.ca/novelcoronavirus

Durham Health Connection Line | 905-668-2020 or 1-800-841-2729

If you require this information in an accessible format, contact 1-800-841-2729.



Sample Policy

Mandatory Use of Non-medical Mask or Face Covering within

name of establishment

To further reduce the risk of spreading COVID-19 in _____
name of establishment
and within the broader community, beginning July 28, 2020, all staff, visitors and customers are required to wear a non-medical mask or face covering upon entering and remaining within

name of establishment

The mask or face covering must cover the nose, mouth and chin without gaping.

Temporary removal of the mask is permitted where necessary for the purposes of receiving services, or while actively engaging in an athletic or fitness activity.

The following Persons are exempted from requiring a mask or face covering and will not be required to provide proof of such exemption:

- The Person is a child under the age of two years; or a child under the age of 5 years either chronologically or developmentally and he or she refuses to wear a face covering and cannot be persuaded to do so by their caregiver;
- The Person is incapacitated and unable to remove their mask without assistance;
- The wearing of a non-medical mask or face covering would inhibit the Person's ability to breathe in any way;
- For any other medical reason, the Person cannot safely wear a non-medical mask or face covering such as, but not limited to, respiratory disease, cognitive difficulties or difficulties in hearing or processing information.
- For any religious reason, the Person cannot wear a non-medical mask or face covering, or cannot cover the face in a manner that would properly control the source.

name of establishment

cont'd on next page



durham.ca/novelcoronavirus

Durham Health Connection Line | 905-668-2020 or 1-800-841-2729

If you require this information in an accessible format, contact 1-800-841-2729.



A sign on the new mask policy must be posted and visible at all entrances.

Staff must be trained on the policy, including how to respond if various circumstances arise for example:

customer arrived without a mask

customer states they are exempt from wearing a mask

customer wanting more information about the [Durham Region Medical Officer of Health Instructions to Persons Responsible for a Business Or Organization Permitted to Open \(under the Reopening Ontario Act \(A Flexible Response to COVID-19\), 2020, S.O. 2020, c.17 \[ROA\] and associated Regulations\)](#).

customer asking about hand hygiene options or the availability of alcohol-based hand sanitizer

customer would like more information regarding potential fines

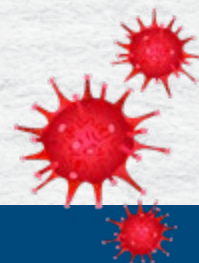
The Durham Region Health Department will be taking a progressive enforcement approach to ensure compliance, with a focus on education. As per the “**Durham Region Medical Officer of Health Instructions to Persons Responsible for a Business or Organization Permitted to Open (under the [Reopening Ontario Act \(A Flexible Response to COVID-19\), 2020, S.O. 2020, c.17 \[ROA\]](#) and associated Regulations)**” (letter dated July 28, 2020), individuals who do not comply with the above noted requirements may be liable for a fine up to a maximum of \$100,000 or in the case of a corporation, not more than \$10,000,000 for each day or part of each day on which the offence occurs or continues.

This policy has been created in compliance with the [Durham Region Medical Officer of Health Instructions to Persons Responsible for a Business Or Organization Permitted to Open \(under the \[Reopening Ontario Act \\(A Flexible Response to COVID-19\\), 2020, S.O. 2020, c.17 \\[ROA\\]\]\(#\) and associated Regulations\)](#).

Owner / operator signature

Date

Source: Toronto Public Health



durham.ca/novelcoronavirus

Durham Health Connection Line | 905-668-2020 or 1-800-841-2729

If you require this information in an accessible format, contact 1-800-841-2729.

