

Mandatory Face Masks or Coverings

The use of face masks and coverings in enclosed public spaces is implemented in many provinces and regions across Canada. If your workplace is in a region that requires face masks/coverings be worn in enclosed public spaces, your Employees must know how handle the enforcement of people wearing masks/coverings when entering the workplace.

NOTIFICATION

- Signage on the use of face masks or face coverings will be posted at all customer entrances.
- Employees are to remind customers, clients, visitors or other persons entering enclosed (inside) public areas of the workplace about the requirements for wearing a face mask or face covering.

EXEMPTIONS TO WEARING MASKS

There are some exemptions for individuals in regards to wearing a face covering/mask in enclosed public spaces. Check with your provincial and/or regional by-laws for these specific exemptions.

DEALING WITH CUSTOMERS/VISITORS

- Remember to speak respectfully when dealing with people entering the workplace.
- Employees are simply to ask and remind people entering the workplace to wear a mask or a face covering.
- Employees are not allowed to ask for proof of an exemption to wear a face mask or covering.
- Employees are not to argue with people who refuse to wear a face mask or covering.
- If a customer is acting inappropriately, escalate the situation to a supervisor/manager.
- Employees are not to refuse entry or service to an individual unless specifically directed to do so by a supervisor/manager.
- If a customer wants more information on the requirements to use face masks or coverings, they are to be directed to Public Health and the Municipality's website for the by-laws.



ALWAYS REMEMBER, SAFETY FIRST