

SAMPLE POLICY

Mandatory Use of Face Coverings for COVID-19 Prevention within *[Name of Establishment]*

Preamble:

Respiratory infections may spread from respiratory droplets from infected individuals through coughing, sneezing, and speaking. COVID-19 transmission can occur even when someone is not showing symptoms. As businesses and services reopen during the COVID-19 pandemic, it is important to implement policies and safety measures to prevent the spread of the virus and to protect the health and wellbeing of employees, patrons, and local residents. Using face coverings is a method of source control, but to reduce the risk of transmission, it must be accompanied with other measures including, physical distancing, respiratory etiquette and good hand hygiene. Wearing face coverings has not been proven to protect the person wearing it, but instead can protect others. As such, requiring the use of face coverings in any indoor non-health care public setting where physical distancing is not constantly maintained is an important strategy to control COVID-19 transmission. Examples of indoor non-health care public settings include, grocery or retail stores, public transit, and food establishments.

Scope:

[Name of Establishment] will implement a policy on mandatory facial coverings within our establishment. It is the duty of all owners, operators, and employees of *[Name of Establishment]* to ensure this policy is implemented and adhered to. The scope of this policy is the following:

1. Require persons¹ who enter or remain in the indoor public space of *[Name of Establishment]* to wear a face covering² that covers the nose, mouth, and chin.
2. Best efforts shall be made to ensure that persons entering are wearing a face covering. The face covering must be worn inside *[Name of Establishment]* at all times, unless it is reasonably required to temporarily remove the face covering for services provided by *[Name of Establishment]* (such as eating or drinking).
3. A person shall be exempt from wearing a face covering in *[Name of Establishment]* if:
 - a. The person is a child under the age of two years; or is a child under the age of five 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;
 - b. The person is incapacitated and unable to remove their face covering without assistance;
 - c. Wearing a face covering would inhibit the person's ability to breathe such as, but not limited to, during athletic, fitness or physical activity or any activity that would preclude its use (such as swimming);
 - d. For any other medical reason, the person cannot safely wear a face covering such as, but not limited to, respiratory disease, cognitive difficulties or difficulties in hearing or

¹ A **person** means any customer, patron, employee or visitor, who enters the establishment, public transit vehicle, or commercial transportation vehicle.

² A **face covering** means a non-medical mask or other face covering such as a bandana, a scarf or cloth (including hijab and niqab) that covers the nose, mouth and chin that provides a barrier that limits community transmission. Face shields (clear plastic coverings to protect the eyes and possibly the lower part of the face) are not an acceptable alternative to a face covering for the purpose of these instructions (as they are less supported by research regarding their effectiveness). However, they may be used by individuals in addition to a face covering for added protection; in addition, anyone exempted in this instruction from using a face covering may, but are not required to, use a face shield for added protection.

processing information.

- e. For any religious reason, the person cannot wear a face covering.
4. No person shall be required to provide proof of any of the exemptions set out in #3 of the policy.
5. Visible signage indicating that face coverings are required inside *[Name of Establishment]* will be posted at all entrances and exits.
6. Alcohol-based hand sanitizer of 60% or more will be available at all entrances and exits of the establishment, for use of all persons entering or exiting.
7. All employees and volunteers will receive training on the policy, learn how to respond to anyone who arrives without a face covering or removes their face covering while inside *[Name of Establishment]*, and learn where within *[Name of Establishment]* employees/volunteers are allowed to remove their face covering.

Training requirements:

- Train staff on [how to safely wear a mask](#).
 - Before putting on your facial covering, wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer.
 - Secure the elastic loops of the facial covering around your ears. If your facial covering has strings, tie them securely behind your head.
 - Cover your mouth and nose with the facial covering and make sure there are no gaps between your face and the facial covering.
 - Do not touch the front of the facial covering while you wear it. Wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer if you accidentally touch your facial covering.
 - Conduct hand washing and/or sanitizing prior to removing the facial covering, and again once the facial covering is removed.
- Train staff on the policy including how to respond to the various circumstances:
 - Customer arrived without a facial covering because they forgot or don't have one
 - Customer who is exempt from wearing a facial covering
 - Customer wanting more information about the policy
 - Customer who becomes aggressive about the new requirement
 - Customer wanting information about the importance of wearing a facial covering or the science on the use of facial coverings
 - Customer asking about the availability of alcohol-based hand sanitizer (at least 60% alcohol concentration)
 - Customer who removes the face covering for any other purpose than eating or drinking, prior to exiting the premise
- Clearly outline areas within the establishment that employees should wear facial coverings and where they can be safely removed.
- Identify where facial coverings are available in *[Name of Establishment]* to be sold or given free of charge to anyone who arrives without one.
- Identify the receptacles for safe facial covering disposal.

Implementation:

- This policy will take effective on *[insert date]*.
- This policy will be enacted and enforced in “good faith” and used as a means to educate people on face covering use. Under “good faith”, *[Name of Establishment]* will not turn away the customer to achieve the best effort standard. To ensure that no customer or patron is turned away, *[Name of Establishment]* will have a supply of face coverings for sale or at no cost to ensure patrons have access.

Resources

- [How to safely wear/clean a cloth mask or face covering](#)
- Video: [COVID-19: How to wear a non-medical mask or face covering properly](#)
- Video: [How to make your own face covering](#)
- Poster: [Wear a Face Covering](#) (Ministry of Health)
- Poster: [Stop Before Entering Poster](#)
- Poster: [6-steps for handwashing](#)
- Poster: [Hand sanitizing](#)

References

Public Health Agency of Canada. (2020). Council of the Chief Medical Officers of Health Communication: Use of Non-Medical Masks (or Face Coverings) in Public. Retrieved from: <https://www.canada.ca/en/public-health/news/2020/04/ccmoh-communication-use-of-non-medical-mask-or-facial-coverings-by-the-public.html>

American Academy of Pediatrics. (2020). Cloth Coverings for Children During COVID-19. Retrieved from: <https://www.healthychildren.org/English/health-issues/conditions/COVID-19/Pages/Cloth-Face-Coverings-for-Children-During-COVID-19.aspx>

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