



CITY POLICY & PROCEDURE

SECTION: HUMAN RESOURCES

NO: HR-HS- 56

REFERENCE: HEALTH AND SAFETY

Date:
August 17, 2020

Next Review Date:
TBD

TITLE: Mandatory Use of Face Masks

1.0 POLICY STATEMENT

- 1.1 Beginning August 17, 2020, all persons are required to wear a mask or face covering upon entering and remaining within the enclosed public spaces of the City of Dryden. The mask or face covering must fully cover the nose, mouth and chin without gaps. The City of Dryden is committed to the health and safety of its employees and the public, and as such has created this policy regarding the use of face masks in enclosed public spaces. This policy must be observed at all times for both employees and public.
- 1.2 The City of Dryden supports the Northwestern Health Unit's instructions that all persons who enter or remain in an enclosed public space must wear a mask or face covering in a manner that covers their nose, mouth and chin without gaping. This policy was created in compliance with the Northwestern Health Unit's Letter of Instruction issued by the Medical Officer of Health under the authority of the Reopening Ontario Act Ontario Regulation 364/20.

2.0 DEFINITIONS

Enclosed Public Space – indoor public spaces of businesses and organizations, accessed by the public. These include but are not limited to:

- Retail establishments and shopping malls;
- Libraries, museums, recreational facilities, bingo halls, community centers and halls, cinemas, theatres, concert venues, special event venues, or other similar entertainment, cultural, or leisure facilities;
- Sports facilities, sports clubs, gyms, yoga studios, dance studios, and stadiums; and

- Public transportation and private transportation for hire.

Face Masks and Face Coverings – a cloth (non-medical) mask, medical mask, or other face coverings (e.g., bandana, a scarf or cloth), for filtering respiratory droplets that securely covers the nose, mouth, and chin and is in contact with the surrounding face without gapping.

Persons - all employees, visitors and customers

3.0 EMPLOYER RESPONSIBILITIES

- 3.1 The City of Dryden will provide appropriate masks to employees and will post signs at all entrances informing members of the public about requirements and exemptions for wearing masks, in addition to any other safety measures.
- 3.2 The City of Dryden will train all employees on proper procedures for wearing masks and inform employees of company procedure for customer interactions.
- 3.3 The City of Dryden will:
- Not require members of the public to prove they are exempt from requirements to wear a mask;
 - Offer a copy of this policy to customers who request it, along with the information from the Northwestern Health Unit; and,
 - Deny entry to any customer or third party who becomes aggressive about the new requirement.
- 3.4 Signs about the requirement to wear masks or face coverings shall be posted at all public entrances. Alcohol-based hand sanitizer will also be made available at all entrances and exits for persons entering or exiting.

4.0 EMPLOYEE RESPONSIBILITIES

- 4.1 Employees must wear masks when offering goods and services to the public or in any area that is accessible to the public, including publicly accessible washrooms. Exemptions are outlined in 5.0 Exemptions.

- 4.2 Employees must also wear masks when they cannot maintain a physical distance of 2 metres from other employees, including spaces that are not accessible to the public, such as meeting rooms or shared vehicles.
- 4.3 Employees will be trained on the policy, including:
- How and when to provide verbal reminders of the masking requirement to persons entering the premises without a mask or face covering, and those who remove their mask or face covering for an extended period of time;
 - Where and how to properly wear a mask or face covering;
 - How to respond to customers who do not have a mask or face covering;
 - Where people can get more information about the policy; and
 - How to handle a customer who becomes aggressive about the requirement to wear a mask.
- 4.4 Employees must behave respectfully towards all customers and not request that members of the public prove they are exempt from requirements to wear a mask. Not all exemptions are immediately visible, and employees should not make assumptions about whether a customer is exempt or not.

5.0 EXEMPTIONS

- 5.1 The following persons are exempt from the requirement to wear a mask or face covering:
- Children under two years of age, or children under the age of five years either chronologically or developmentally who refuse to wear a mask and cannot be persuaded to do so by their caregiver;
 - Persons who cannot safely wear a mask or face covering because of medical conditions such as breathing difficulties, cognitive difficulties, hearing or communication difficulties;
 - Persons who cannot wear or are unable to apply or remove a mask without assistance, including those who are accommodated under the *Accessibility for Ontarians with Disabilities Act* (AODA) or who have protections under the *Ontario Human Rights Code*, R.S.O. 1990, c.H.19, as amended;

- A person who is employed by or is an agent of the Operator of an Enclosed Public Space and is within or behind a physical barrier such as plexiglass.
- 5.2 Temporary removal of the mask or face covering is permitted where necessary for the following purposes:
- Actively engaging in an athletic or fitness activity including water-based activities;
 - Consuming food or drink;
 - Receiving services in a personal service setting on an area of the face that would otherwise be covered by a mask or face covering; and
 - For any emergency or medical purpose.
- 5.3 This policy will be implemented and enforced in “good faith” to primarily educate people on masks and face coverings and promote their use in enclosed public spaces.
- 5.4 Persons with exemptions listed under 5.1 are not required to show proof of exemption.

6.0 DONNING, DOFFING AND USE

- 6.1 Employees should use masks appropriate to the kind of work they do. For most employees, cloth masks or nonmedical masks provide appropriate protection. Cloth or nonmedical masks are not personal protective equipment (PPE) and should not substitute for any masks employees must wear as PPE. Likewise, face shields are not alternatives to masks, though they may be used in addition to masks for further protection.
- 6.2 Putting on masks
- Before touching the mask, a person must wash hands with soap and water for at least 20 seconds.
 - Confirm the mask is facing the correct direction. Many cloth or nonmedical masks have only one correct orientation.

- The mask should fit snugly to the face, covering the nose, mouth, and chin without gaps.

6.3 Wearing masks

- While wearing a mask, a person must never touch their face.
- A person must not wear masks in a way that uncovers their nose.
- A person must not place masks on their forehead or under their chin. If a mask must be removed (such as during an eating period), a person must follow the proper procedure.

6.4 Removing masks

- Before touching the mask, a person must wash their hands.
- Immediately after removing the mask, a person should either dispose of it in the proper place (if the mask is disposable) or place it somewhere for washing before reuse (if the mask is reusable).
- After removing and disposing of or storing the mask, a person must wash their hands again.

6.5 Reusable masks should be stored and cleaned in accordance with the manufacturer's instructions and requirements.

7.0 TRAINING AND EDUCATION

7.1 The Health and Safety Coordinator will be responsible for delivering mask donning and doffing training to the City of Dryden managers and employees.

7.2 Managers, supervisors and employees are all responsible for educating people on face mask use and to promote their use in enclosed public spaces.

8.0 COMPLIANCE AND VIOLATIONS

- 8.1 The City of Dryden employees who are found to be acting in contravention to this policy and procedure shall be dealt with in accordance with the City's Code of Conduct Policy (HR-CO-01) and the Discipline Policy (HR-DI-01).

History			
Approval Date:	August 14, 2020	Approved by:	CAO R. Nesbitt
Review Date:		Approved by:	
Review/Amendment Date:		Approved by:	
Review/Amendment Date:		Approved by:	
Review/Amendment Date:		Approved by:	
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