

MANDATORY MASK AND FACE COVERING BY-LAW: A GUIDE FOR BUSINESSES



Checklist of Requirements for Establishment Owners/Operators

- Create a mask policy for your establishment that includes:
 - ✓ When the policy/by-law comes into effect.
 - ✓ Who is exempt from the policy and the fact that proof of exemption is not required.
 - ✓ How to handle typical scenarios such as:
 - customer arrived without a mask because they forgot or don't have one
 - customer who is exempt from wearing a mask
 - customer wanting more information about the policy and bylaw
 - customer who becomes aggressive about the new requirement
 - customer wanting information about the importance of wearing a mask or the science on the use of masks
 - customer asking about the availability of alcohol-based hand sanitizer (70-90% alcohol concentration)
 - customer who wants to know if they can be fined.

- Train your staff on the City bylaw and your policy, including who is exempt **and that proof of exemption is not required.**
- Communicate this new policy to staff and customers (verbal and written preferable).
- Ensure that all staff, customers and visitors wear a mask indoors, unless exempt or required for the purposes of receiving service or while engaging in physical activity.
- Download and print the mandatory mask or face covering poster we have made available to you [here](#) and post it in high visibility areas at all entrances to the premises.
- For services that require longer interactions or close contact, consider offering alternative services to customers who are unable to wear a mask. For example, provide online, telephone, curbside pickup or off-peak hour services.
- More information about masks and face coverings is available at www.burlington.ca/masks.