## MASK POLICY

[Organization Name] is committed to the health and safety of its employees and understands how difficult it is to maintain physical separation in enclosed spaces. While we recognize the importance of a non-medical face mask in containing the spread of communicable diseases, such as COVID-19, we are leaving it up to our employees if they will wear a mask in the office. Nevertheless, they must continue to wear masks around customers. This policy is put in place to outline the guidelines for the use of face masks.

DEFINITION

Mask: a non-medical face mask that covers the nose and mouth, ties around the ears or back of the head, fits snugly against the sides of the face and is secured under the chin.

SCOPE

[Organization Name] employees and visitors are subject to this policy in all indoor areas such as stores, lobbies, hallways, stairwells, washrooms, and other areas shared by employees and customers when engaged in activities that risk a violation of the two-metre physical distancing requirement.

POLICY

This policy aims to safeguard employees and clients of [Organization Name] while adhering to applicable public health standards and regulations.

A mask may be worn when in common areas indoors:

* When leaving a private office or work area to enter a public area where interaction with clients may take place;
* When meeting with a client or visitor one-on-one in an office setting where a physical distance of two metres cannot be maintained;
* When operating a motorized vehicle with more than one occupant, and that occupant is a client; and/or
* When an employee is behind a barrier in any operation that requires dealing with a client or visitor.

EXCEPTIONS

Face masks are not required in the following circumstances:

* When in office areas where no client interaction may take place.
* When working alone inside a building.
* A doctor has advised that wearing a mask may be harmful to one's health or impair one's breathing.
* The person has trouble breathing, is unconscious, or cannot remove the mask without assistance.
* The listener within a conversation is deaf or hard of hearing and communicates through facial and mouth movements; and/or
* For any baby or toddler under two years old.

In addition to the above exceptions, [Organization Name] will make reasonable accommodations, as required by the provincial human rights laws for people with disabilities, religious beliefs, or other protected grounds which apply.

RESPONSIBILITIES

**Employer**

[Organization Name] will post signs at all entrances informing the public about mask requirements and exemptions, as well as other safety measures. [Organization Name] will train all employees on proper mask use and the company protocol for interactions.

[Organization Name] will:

* Provide disposable non-medical masks to company visitors and clients who arrive at our premises without one;
* Place alcohol-based hand sanitiser in the recommended concentration (at least 70%) in specific locations such as entrances, counters, etc.
* Not require visitors and clients to prove they are exempt from requirements to wear a mask;
* Provide a copy of this policy to whoever requests it, including a copy of any applicable legislation;
* Give visitors, clients, and employees information about the importance of wearing a mask or the science behind it upon request;
* Explain to visitors or clients any applicable sanctions to which they may be subjected for noncompliance; and
* Deny entry to any visitor or client who becomes aggressive regarding this requirement.

**Supervisors**

Supervisors will:

* Perform an assessment to determine their department's mask requirements;
* Ensure that all employees and visitors to their department have the necessary masks and are using them properly when interacting;
* Instruct employees and visitors on proper mask fitting, use, conservation, and laundering/disposal;
* Answer employees' and visitors’ questions about masks; and
* Reinforce, by coaching, rules for those who do not follow.

**Employees**

Employees will:

* Use masks supplied by their department or may buy their own masks at their own expense;
* Launder their own masks or dispose of masks in garbage receptacles that are lined with plastic bags accordingly;
* Recognize that masks are in short supply and take proper steps to conserve them; and
* Report mask violations to their supervisors.

**Duration of Policy**

This Policy will remain in effect and may be modified by [Organization Name] as the public health emergency, guidelines, and regulatory requirements evolve.

**Non-compliance**

Employees found to violate this policy will be subjected to disciplinary action, up to and including termination of employment.