



# MUNICIPAL MASK REQUIREMENTS

AS OF JULY 10, 2020

PREPARED BY



**CICC** CONVENIENCE INDUSTRY  
COUNCIL OF CANADA  
**CCID** CONSEIL CANADIEN DE  
L'INDUSTRIE DES DÉPANNEURS

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Where such information has been announced, below is an update on mandatory mask orders for areas that require masks be worn inside enclosed public spaces such as convenience stores and gas station kiosks.

## ONTARIO

Due to the COVID-19 pandemic, many Ontario municipalities have recently adopted by-laws requiring the wearing of face masks in retail establishments. Since many of these by-laws contain common elements, we have set out below some best practices to promote compliance:

1. **Develop a policy:** Retailers must create a policy requiring masks to be worn by employees and members of the public. The policy shall permit the temporary removal of a mask where necessary for the purpose of selling age-restricted products.
2. **Train staff:** Retailers must train their staff on the requirements of their policy, including its effect on the sale of age-restricted products and who is exempt from the requirements of the bylaw.
3. **Communicate with staff and customers:** Retailers must communicate their policy to staff and customers. This should include posting signage at all entrances reminding customers that wearing a mask is required by law and verbally communicating with customers that masks are required.
4. **Make best efforts:** Retailers must make best efforts to ensure that all staff, customers and visitors are compliant with the policy and reasonably determine if a non-compliant customer is covered by an exemption to the local by-law. Common exemptions to by-laws include:
  - a) Very young children (most commonly interpreted to be children under the age of 5);
  - b) Individuals with a medical condition that makes it difficult to wear a mask;
  - c) People who require accommodation under the *Ontario Human Rights Code*; and
  - d) Employees within a designated staff area, or within or behind a physical barrier

Retailers are permitted to ask if a **customer is exempt** from the by-law but **are not permitted** to require proof that an exemption applies. If a customer **refuses to wear a mask** but does not claim an exemption, retailers should **de-escalate the situation** and **complete the transaction**, if necessary, in the **interest of staff safety**.

5. **Continue to comply with requirements regarding the sale of age-restricted products:** Retailers who sell age-restricted products are still legally required to perform age verification. This will require the customer to provide proper identification and safely remove their mask at the cash. If a customer refuses to temporarily remove their mask, then retailers should refuse to complete the sale.

Please note that this is intended as general guidance and not legal advice. Local by-laws may impose more stringent requirements (e.g. an obligation to provide hand sanitizer and/or an obligation to turn away customers who are not wearing masks). Consult the [CICC website](http://WWW.CONVENIENCEINDUSTRY.CA) or contact your local public health authority for further information.



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## BRAMPTON

Effective July 10<sup>th</sup>

### Requirements:

- Create a policy to ensure no customer or visitor is permitted to enter without a mask; this policy must be provided to an inspector or officer upon request
- Communicate policy to staff and customers
- Train staff on the policy and who is exempt
- Ensure that customers and visitors wear face masks in the store
- Employees behind a physical barrier or in a stock or storage room or office may remove her/his mask
- **Masks may be removed if reasonably required to receive services by store (i.e. ID and age verification for age-restricted products)**
- Post signage; click [here to download signage](#)
- Obligated to inform customers or visitors that they must wear a face mask to enter store; staff can tell customers and visitors they are not permitted to enter without a face mask
- If unmasked customers enter without store consent, the store can call 311 to report the issue

### Fines:

- Individuals and businesses not adhering to the by-law may be fined between \$500 to \$100,000 for each offence

View the by-law [here](#).

View FAQs [here](#).

## CALEDON

Effective July 10<sup>th</sup>

### Requirements:

- Create a policy to ensure no customer or visitor is permitted to enter without a mask; this policy must be provided to an inspector or officer upon request; policy template may be found [here](#).
- Communicate policy to staff and customers
- Train staff on the policy and who is exempt
- Ensure that customers and visitors wear face masks in the store
- Employees behind a physical barrier or in a stock or storage room or office may remove her/his mask
- **Masks may be removed if reasonably required to receive services by store (i.e. ID and age verification for age-restricted products)**
- Post signage; signage may be downloaded as part of policy template [here](#).
- Obligated to inform customers or visitors that they must wear a face mask to enter store; staff can tell customers and visitors they are not permitted to enter without a face mask

### Fines:

- Individuals and businesses not adhering to the by-law may be fined between \$500 to \$100,000 for each offence

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## CORNWALL

Effective July 7<sup>th</sup>

### Requirements:

- Adopt policy to ensure no customer or visitor is permitted to enter without a mask
- Enact and enforce policy in good faith
- Signage at front of store to indicate that masks must be worn. Signage must include specific text – review [public health directives](#) for exact wording
- Employees to provide a verbal reminder to customers or guests to wear a mask
- Face shields are not alternatives to face masks
- Employees within or behind a physical barrier (i.e. plexiglass) may remove her/his mask
- **Masks may be removed if reasonably required to receive services by store (i.e. ID and age verification for age-restricted products)**
- Upon request by a Public Health Inspector, the retailer must be able to provide a copy of the mandatory mask policy

### Fines:

- At this time, no fines associated with these instructions

View the directives [here](#).

## DURHAM REGION

Effective July 10<sup>th</sup>

### Requirements:

- Best efforts should be made to only allow customers who are wearing masks into the store
- Face shields are not alternatives to face masks
- Post appropriate visible signage indicating non-medical masks or face coverings are required inside the store
- Staff may verbally remind customers to wear masks
- No need to turn away customers not wearing masks, however fines may be issued

### Fines:

- Between \$750 and \$1,000 for an individual to a maximum of \$100,000
- In the case of a corporation, not more than \$10,000,000 for each day or part of each day on which the offence occurs or continues

View the order [here](#).



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## HALIBURTON COUNTY, CITY OF KAWARTHA, NORTHUMBERLAND COUNTY

Effective July 13<sup>th</sup>

### Requirements:

- Make best efforts to only allow entry to customers and visitors wearing face masks
- Staff must verbally remind customers to wear masks
- Post appropriate visible signage indicating non-medical masks or face coverings are required inside the store
- Masks must be worn inside the store at all times but **may be removed if reasonably required to temporarily remove the mask to received services by store (i.e. ID and age verification for age-restricted products)**
- Staff may verbally remind customers to wear masks
- Face shields are not alternatives to face masks
- Fines may be issued for non-compliance

### Fines:

- Between \$750 and \$1,000 for an individual to a maximum of \$100,000
- In the case of a corporation, not more than \$10,000,000 for each day or part of each day on which the offence occurs or

View the order [here](#).

## KINGSTON, FRONTENAC, LENNOX, and ADDINGTON

Effective June 26<sup>th</sup>

### Requirements:

- Retailers must ensure that customers wear masks
- Retailers are required to turn away customers not wearing masks
- **Masks may be removed if reasonably required to receive services by store (i.e. ID and age verification for age-restricted products)**
- Face shields are not alternatives to face masks
- Post appropriate visible signage indicating non-medical masks or face coverings are required inside the store
- Staff may verbally remind customers to wear masks
- Hand sanitizer at entrances
- Fines may be issued for non-compliance

### Fines:

- Up to \$5,000 per day

View the order [here](#).

## LEEDS-GRENVILLE and LANARK

Effective July 7<sup>th</sup>

### Requirements:

- Adopt policy to ensure no customer or visitor is permitted to enter without a mask
- Enact and enforce policy in good faith
- Signage at front of store to indicate that masks must be worn. Signage must include specific text – review [public health instructions](#) for exact wording



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- Employees to provide a verbal reminder to customers or guests to wear a mask
- Face shields are not alternatives to face masks
- Employees within or behind a physical barrier (i.e. plexiglass) may remove her/his mask
- **Masks may be removed if reasonably required to receive services by store (i.e. ID and age verification for age-restricted products)**
- Upon request by a Public Health Inspector, the retailer must be able to provide a copy of the mandatory mask policy

## Fines:

- At this time, no fines associated with these instructions

View the instructions [here](#).

## MISSISSAUGA

Effective July 10<sup>th</sup>

### Requirements:

- Create a policy to ensure no customer or visitor is permitted to enter without a mask; this policy must be provided to an inspector or officer upon request
- Communicate policy to staff and customers
- Train staff on the policy and who is exempt
- Ensure that customers and visitors wear face masks in the store
- Employees behind a physical barrier or in a stock or storage room or office may remove her/his mask
- **Masks may be removed if reasonably required to receive services by store (i.e. ID and age verification for age-restricted products)**
- Post signage; click [here to download signage](#)
- Obligated to inform customers or visitors that they must wear a face mask to enter store; staff can tell customers and visitors they are not permitted to enter without a face mask
- If unmasked customers enter without store consent, the store can call 311 to report the issue

## Fines:

- Individuals and businesses not adhering to the by-law may be fined between \$500 to \$100,000 for each offence

View the by-law [here](#).

View FAQs [here](#).

## OTTAWA

Effective July 7<sup>th</sup>

### Requirements:

- Ensure that no member of the public enters store without a mask
- Signage at front of store to indicate that masks must be worn
- Employees to provide a verbal reminder to customers or guests to wear a mask
- Face shields are not alternatives to face masks
- Employees within or behind a physical barrier (i.e. plexiglass) may remove her/his mask



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- **Masks may be removed if reasonably required to receive services by store (i.e. ID and age verification for age-restricted products)**
- Upon request by a Public Health Inspector, the retailer must be able to provide a copy of the mandatory mask policy

#### Fines:

- No fines were stated in the health order

View the order [here](#).

## RENFREW COUNTY

**Effective and Enforcement Date TBA, though expected Tuesday, July 14 or Wednesday, July 15**

Renfrew County is planning on implementing mandatory masks rules, which is expected to begin next week.

## SIMCOE COUNTY and DISTRICT OF MUSKOKA

**Effective July 13<sup>th</sup>**

#### Requirements:

- Make best efforts to only allow entry to customers and visitors wearing face masks
- Not required to refuse entry, but store is required to verbally remind customers to wear masks
- Post appropriate visible signage indicating non-medical masks or face coverings are required inside the store
- Masks must be worn inside the store at all times but **may be removed if reasonably required to temporarily remove the mask to received services by store (i.e. ID and age verification for age-restricted products)**
- Hand sanitizer at store entrance
- Face shields are not alternatives to face masks

#### Fines:

- Individuals and businesses who do not comply with requirements may be fined
- Individuals may be fined between \$750 and \$1,000
- Corporations may be fined up to \$10,000,000 for each day or part of each day on which offence occurs/continues

View FAQs of order, which also specifically lists convenience stores as establishments that should adhere to requirements, [here](#).

## TORONTO

**Effective July 7<sup>th</sup>**

#### Requirements:

- Create a policy that face masks be worn by employees, customers, and visitors
- Communicate new policy to staff and customers
- Train staff on policy
- Enact best efforts that all persons (employees, customers, and visitors) wear a mask inside store
- **Customers' masks may be temporarily removed where and when necessary for the purpose of receiving store services (i.e. ID and age verification for age-restricted products)**



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- Post signs at entrances reminding everyone to wear a mask. Signs must have specific wording. View the wording or download signs from the City of Toronto site [here](#)
- Face shields are not alternatives to face masks

View guidance material [here](#)

View sample signage [here](#)

View the by-law [here](#)

View FAQs [here](#)

## WATERLOO

Effective July 13<sup>th</sup>

### Requirements:

- Encourage customers and visitors to wear a mask, however by-law does not require owners/operators to ensure compliance
- Post signage at front of store indicating that masks should be worn. Signs must have specific wording. Exact wording can be viewed on page three of the [health order](#). Or download posters [here](#). Decals and posters may also be picked up from City Hall or township administrative offices starting July 13<sup>th</sup>

### Fines:

- Up to \$1,000 for every person who does not comply
- If a retailer chooses to report a non-compliant customer, this fine will fall on to the customer
- On the flipside, if a customer reports a non-compliant store employee, the employee and/or store will be fined

View the order [here](#).

## WELLINGTON-DUFFERIN-GUELPH

Effective June 12<sup>th</sup>

### Requirements:

- Prohibit customers who are not wearing masks from entering the store
- Face shields are not alternatives to face masks
- Post appropriate visible signage indicating non-medical masks or face coverings are required inside the store
- Hand sanitizer at entrances and exits

### Fines:

- Retailers who do not enforce the requirements may be fined \$5,000 per day

View the order [here](#).

## WINDSOR-ESSEX

Effective June 26<sup>th</sup>

### Requirements:

- Best efforts should be made to only allow customers who are wearing masks into the store



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- For clarity, if the store policy is to verbally remind customers to wear a mask and then admit them into the store without a mask, this is permitted – so long as a policy can be presented to Public Health Inspectors
- Face shields are not alternatives to face masks
- Post appropriate visible signage indicating non-medical masks or face coverings are required inside the store
- Staff may verbally remind customers to wear masks
- No need to turn away customers not wearing masks, however fines may be issued

#### Fines:

- No fines were stated in the health order

View the order [here](#).

## YORK REGION

Effective July 17<sup>th</sup>

#### Requirements:

- Create a policy to prohibit people from entering the store if they are not wearing a face mask
- Communicate policy to staff and customers
- Train staff on the policy and who is exempt
- Proof is not required if someone has an exemption to not wearing a mask
- Post approved [York Region signage](#) in stores

#### Fines:

At this time, no fines are associated with this order

View the instructions [here](#).

View the York Region's media release [here](#).

## QUEBEC

## CÔTE SAINT-LUC

Effective July 1<sup>st</sup>

#### Requirements:

- Masks must be worn at all times
- **Masks may be removed if reasonably required to receive services by store (i.e. ID and age verification for age-restricted products)**

#### Fines:

- So long as owner/operator/manager of store is able to prove reasonable diligence to implement a program and require mandatory mask wearing by customers, they shall not incur a penalty
- \$200 to \$500 for first offence

View order [here](#).





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## MONTREAL

Effective and enforcement date TBA

The City of Montreal intends to pass a by-law making face coverings mandatory in enclosed public places by July 27<sup>th</sup>.

## BRITISH COLUMBIA

### ALL CITIES

Currently no orders for mandatory mask wearing. However, the province's health officer does want "British Columbians to have a mask with them when they leave the house and expects to see people wearing them on transit, in **small grocery stores** and anywhere physical distancing is difficult or not possible".

## ALBERTA

As of July 1<sup>st</sup>, mask wearing is currently only advised but mandatory mask-wearing could be a policy implemented by local governments per local epidemiology and circumstances.

Calgary warned that masks could be mandatory within two weeks / at the next meeting on July 20<sup>th</sup> if residents do not take it upon themselves to wear them in public indoor spaces.

## SASKATCHEWAN

Currently no orders but could be if the province has an uptick in transmissions.

## MANITOBA

Currently no orders but could be if the province has an uptick in transmissions.

## NEWFOUNDLAND LABRADOR

As of July 4<sup>th</sup>, masks are only required on airport grounds. No other recommendations or orders have been made.



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## NEW BRUNSWICK

Earlier this week, the province backtracked on its mandatory mask order. Per the [province's website](#), masks need only be worn if/when physical distancing not possible.

## NOVA SCOTIA

Masks are [mandatory in courthouses](#), [encouraged in health facilities](#), but not yet required for other public indoor areas.

## PRINCE EDWARD ISLAND

People are [encouraged](#) to wear masks, but it is not mandatory.