



MANDATORY MASK REQUIREMENTS

AS OF JULY 30, 2020

PREPARED BY



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

FOR FURTHER UPDATES VISIT WWW.CONVENIENCEINDUSTRY.CA

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 10th

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 10th

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 7th

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 10th

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 13th

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 servicers 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](#).

HALTON REGION: BURLINGTON, OAKVILLE, MILTON, AND HALTON HILLS

Effective July 22nd

Requirements:

- Adopt a policy to ensure that customers, visitors, and staff is permitted entry to the store or remain in the store without a face mask.
- Be able to provide a copy of the policy for inspection
- Staff are trained on policy
- **Mask may be removed if reasonably required to temporarily remove the mask to received servicers by store (i.e. ID and age verification for age-restricted products)**
- Post appropriate visible signage indicating face coverings are required inside the store and text as laid out in the [By-Law here](#), pages 3 and 4. Posters can be downloaded [here](#) and [here](#).

Fines:

- As of July 20th, no fines are associated with the by-law

View the By-Law [here](#).

View FAQs [here](#).



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HAMILTON

Effective July 20th

Requirements:

- Post signage containing wording outlined in the By-Law. Sample poster can be downloaded [here](#).
- Take reasonable steps to ensure that customers and visitors are not permitted entry to or remain in the store if not wearing a face mask
- Staff shall ensure that customers and visitors that do not comply are promptly asked to leave the store
- Stores are not required to provide masks to customers and visitors

Fines:

- Every person who contravenes the by-law may be issued a penalty to a maximum of \$500.

Read the bylaw [here](#).

HASTINGS PRINCE EDWARD

Effective July 7th

Requirements:

- Create a policy indicating how operators will handle various situations
- Staff trained on policy
- Post appropriate signage. Sample signage can be downloaded [here](#).
- Ensure that customers wear masks in store and make best efforts to turn away customers not wearing masks
- Employees behind a physical barrier (i.e. plexiglass) are not required to wear a mask
- Face shields are not alternatives to face masks

Fines:

- For an individual: \$750 to \$1,000 to a maximum of \$100,000
- Corporation: not more than \$10,000,000 for each day or part of each day on which the offence occurs or continues

View the bylaw [here](#).

KINGSTON, FRONTENAC, LENNOX, and ADDINGTON

Effective June 26th

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



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- Fines may be issued for non-compliance

Fines:

- Up to \$5,000 per day

View the order [here](#).

LEEDS-GRENVILLE and LANARK

Effective July 7th

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
- 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](#).

MIDDLESEX-LONDON

Effective July 18th

Requirements:

- Take reasonable measures to ensure all persons who enter or remain in store wears a face mask
- **Masks may be removed if reasonably required to receive services by store (i.e. ID and age verification for age-restricted products)**
- Enforcement should be enacted in good faith
- Provide hand sanitizer at all entrances
- Post signage with wording noted in by-law [here](#).

Fines:

- At this time, no fines associated with these instructions

View the bylaw [here](#).



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MISSISSAUGA

Effective July 10th

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](#).

NORTHWESTERN ONTARIO (Kenora, Dryden and Fort Frances)

Effective August 17th

The Northwestern Health Unit announced on July 28th that masks will be mandatory starting August 17th. More details to come when the health unit shares them.

View the unit's press release [here](#).

OTTAWA

Effective July 7th

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
- **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



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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 13th

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](#).

ST. CATHERINES

Effective July 17th

Requirements:

- Create a policy that prohibits people from entering store or remaining in the store if they are not wearing a mask
- Employees behind a physical barrier (i.e. plexiglass) are not required to wear a mask
- The policy must be available for inspection by enforcement officers and should outline exemptions for temporary removal of masks
- **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)**
- Post clear and prominent signage at entry points requiring visitors and employees to wear a mask
- Have hand sanitizer at store entrances
- Face shields are not alternatives to face masks
- Per the City's webpage, the City will be releasing a bylaw guide for operators alongside other resources in the near future.

Fines:

- As of July 15, no fines have been associated with this by-law



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View general information [here](#).

View FAQs [here](#).

SUDBURY

Effective July 8th

Requirements:

- Create a policy that prohibits people from entering store if they are not wearing a mask
- Best efforts shall only be made to allow entry to customers wearing a mask
- The policy should be enacted and enforced in “good faith” and should be used as a means to educate customers
- Have hand sanitizer at store entrances
- Post appropriate visible signage indicating non-medical masks or face coverings are required inside the store. Sample signage can found [here](#).

Fines:

- No fines have been associated with this by-law.

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

View a quick factsheet of requirements [here](#).

View FAQs [here](#).

THUNDER BAY

Effective July 24th

Requirements:

- Create a policy that prohibits people from entering store if they are not wearing a mask
- Best efforts shall only be made to allow entry to customers wearing a mask
- The policy should be enacted and enforced in “good faith” and should be used as a means to educate customers
- Have hand sanitizer at store entrances
- Post appropriate visible signage indicating non-medical masks or face coverings are required inside the store. Sample signage can found [here](#).

Fines:

- No fines have been associated with this by-law.

View the instruction letter [here](#).

View FAQs [here](#).



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TORONTO

Effective July 7th

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)**
- 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 13th

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 13th

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 12th

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:



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

View the order [here](#).

WINDSOR-ESSEX

Effective June 26th

Requirements:

- Best efforts should be made to only allow customers who are wearing masks into the store
- 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 17th

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](#).



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QUEBEC

On July 13th, Quebec Premier Legault announced that **masks will be mandatory across the entire province beginning Saturday, July 18th.**

Early details of this regulation include:

- All individuals 12 years or older will need to wear a mask when entering an enclosed public space, including our stores.
- **Business owners will be responsible for applying the new regulations, i.e. denying customers who do not wear masks entry to the store. Failure to do so could result in fines, more details below.**
- If a customer does not want to comply and they are not exempt from wearing a mask, store staff must call police.
- **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).**
- Face shields and visors are not acceptable alternatives to face masks
- From August 1st, individuals who refuse to wear masks could also face fines.

Fines:

- First offence: a warning will be issued
- Second offence: \$400
- Subsequent offences: fines will double with every occurrence, up to \$6,000

View the decree [here](#).

To download posters on mandatory mask wearing, click [here](#).

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".



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ALBERTA

BANFF

(within pedestrian zone of the 100 and 200 blocks of Banff Avenue and Caribou Street, where physical distancing is often hard to maintain)

Effective July 31st

Requirements:

- Face shields are not appropriate alternative to face masks
- Store staff behind a physical barrier or in areas not designated for public access may remove their mask
- Display signage at entrances that include language as stated in the [by-law, page 5](#)
- Hand sanitizers are all entrances
-
- **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)**
- More requirement details to follow

Fines:

- Failure to wear a face covering where required or failure to display prescribed signage can result in a penalty of \$150

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

CALGARY

Effective August 1st

Requirements:

- Display signage at entrances. Downloadable signage is available [here](#).
- Stores are not expected to deny services
- **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)**
- More requirement details to follow

Fines:

- Failure to wear a face covering where required or failure to display prescribed signage can result in a penalty of \$100 to \$200

FAQ's can viewed [here](#).

View the City of Calgary's media release [here](#).



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EDMONTON

Effective August 1st

Requirements:

- Business owners and operators will not be responsible for enforcement
- Business owners and operators can choose whether to deny service to customers not wearing masks
- Business owners and operations may sell or provide masks if they choose to
- **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)**
- If/when more requirement details are available we will update this section

Fines:

- Failure to wear a face covering where required or failure to display prescribed signage can result in a penalty of \$100

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

View the City of Edmonton's COVID-19 webpage [here](#).

SASKATCHEWAN

Saskatchewan's premier is urging people to wear masks when they can't physically distance to prevent the spread of COVID-19, but currently no mandatory orders.

MANITOBA

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

NEWFOUNDLAND LABRADOR

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

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



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On July 24th, Premier Stephen McNeil and Dr. Robert Strang, chief medical officer of health announced that masks will be mandatory across the entire province beginning **Friday, July 31st**.

Early details include:

- Post appropriate visible signage indicating non-medical masks or face coverings are encouraged inside the store
- Best efforts should be made to only allow customers who are wearing masks into the store
- 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 and plexiglass barriers are not alternatives to face mask. Retailers may use these **in addition** to face masks

View early details [here](#).

View the province's press release [here](#).

PRINCE EDWARD ISLAND

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