



# MUNICIPAL MASK REQUIREMENTS

AS OF JULY 8, 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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## 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](#).

## 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)**



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- 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
- 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](#).

## 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
- **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



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## Fines:

- No fines were stated in the health order

View the order [here](#).

## PEEL

### Effective and enforcement date TBA

The Peel Region and its area municipalities in **Brampton, Caledon, and Mississauga** are planning on implementing mandatory masks rules.

Brampton's new policy is expected to be ratified by council on Wednesday, July 8<sup>th</sup>.

## RENFREW COUNTY

### Effective and Enforcement Date TBA

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

## TORONTO

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

#### Requirements:

- Create a policy that face masks be worn by employees, customers, and visitors
- No need to turn away customers and visitors not wearing masks, however store policy must state this
- 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
- 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](#)



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## 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
- 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 state in the health order

View the order [here](#).



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## 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](#).

### 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>.