

MANDATORY USE OF MASK OR FACE COVERING WITHIN AVENUE II OFFICE LOCATIONS

PURPOSE:

To clarify when Masks or Face Coverings will be required to be worn while in the offices of Avenue II Community Program Services (Bay or Cumberland Street locations)

DEFINITION:

Enclosed Public Area: Indoor public spaces of businesses and organizations that are accessed by the public.

Indoor public spaces will include:

- ✓ Visitor seating and entrance area
- ✓ Common space areas in reception
- ✓ Hallways
- ✓ Kitchen area
- ✓ Washrooms
- ✓ Staff Office area
- ✓ Computers in the lounge or staff area
- ✓ Meeting rooms where proper physical distancing are not able to be maintained

Indoor public spaces will not include:

- ✓ Personal offices and personal workspaces
- ✓ Areas protected by plexiglass or a physical barrier
- ✓ Staff desks that allow for proper physical distancing
- ✓ Meeting rooms where proper physical distancing can be maintained

PROCEDURE:

1. Beginning July 24th, 2020 all members of the public, employees, and others who enter or remain in enclosed public areas of Avenue II Community Program Services are required to wear a mask or face covering. The mask or face covering must cover the nose, mouth and chin without gaping.
 - a. The following persons are exempted from the requirement to wear a mask or face covering and will not be required to provide proof of such exemption:
 - i. Children under two years of age, or children under the age of five years either chronologically or developmentally who are unable or refuse to wear a mask or face covering and cannot be persuaded to do so by their caregiver,
 - ii. Individuals with medical conditions rendering them unable to safely wear a mask or face covering, including breathing difficulties, cognitive difficulties,

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- hearing or communication difficulties,
 - iii. Individuals who cannot wear or are unable to apply/remove a mask or face covering without assistance, including those who are accommodated under the Accessibility for Ontarians with Disabilities Act (AODA) or who have protections under the Ontario Human Rights Code, R.S.O. 1990, c.H. 19 as amended;
 - iv. Employees who are within or behind a physical barrier (e.g. Plexiglas).
- b. Temporary removal of the mask or face covering is permitted where necessary when:
- i. actively engaging in an athletic or fitness activity, including water-based activities;
 - ii. consuming food or drink;
 - iii. receiving services in a personal service setting on an area of the face that would otherwise be covered by a mask or face covering; and
 - iv. for any emergency or medical purpose.
2. This policy will be implemented and enforced in “good faith” to primarily educate people on wearing masks or face coverings and promote their use in enclosed public spaces. Persons listed under 1a) are not required to show proof of exemption.
3. Signs about the requirement to wear masks or face coverings will be posted prominently at all public entrances. Alcohol-based hand sanitizer will also be made available at all entrances and exits for persons entering or exiting Avenue II Community Program Services
4. Employees/staff will be trained on the policy, including:
- a. How and when to provide verbal reminders of the policy’s masking requirement to persons entering or remaining without a mask or face covering, and those who remove their mask or face covering for an extended period of time.
 - b. where and how to properly wear a mask or face covering;
 - c. how to respond to customers who do not have a mask or face covering;
 - d. where people can get more information about the policy; and
 - e. how to handle a customer who becomes aggressive about the new requirement.
5. A copy of this policy will be made available on request to a public health inspector or other person authorized to enforce the Emergency Management and Civil Protection Act.