

Mandatory Mask and Face Covering Policy and Procedures

Prepared For Board of Management

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Background

- The Centre is required to have a Mask and Face Covering Policy under Toronto Bylaw 541-2020.

Issue

- As part of the on-going COVID-19 pandemic, the City of Toronto has enacted a bylaw requiring masks or face coverings to be worn inside public buildings; the bylaw includes RTCC.
- The bylaw came into effect on July 7, 2020.
- The bylaw requires RTCC to have a policy on the use of masks and face coverings.

Key Points

- RTCC must enact a Mask and Face Covering Policy to be in compliance with Toronto Bylaw 541-2020.
- The Operator of the Establishment must, upon request, provide a copy of the policy for inspection by any person authorized to enforce this By-law.
- The policy must state exemptions to the policy and give direction to staff.

1. Requirement to Wear a Mask or Face Covering

1.1 All staff, visitors and services are required to wear a mask or face covering upon entering and remaining within the Ralph Thornton Community Centre.

1.2 The mask or face covering must cover the nose, mouth and chin.

1.3 Temporary removal of the mask is permitted where necessary for the purposes of receiving services, or while actively engaging in an athletic or fitness activity.

2. Exemptions

2.1 The following persons are exempted by the bylaw from requiring a mask or face covering and will not be required to provide proof of such exemption:

- Children under two years of age.
- Persons with an underlying medical condition which inhibits their ability to wear a mask or face covering.
- Persons who are unable to place, remove, or use a mask or face covering without assistance.
- RTCC employees, in a designed area not for public access (for example, alone in office with the door closed), or within or behind a physical barrier.

- Persons who are reasonably accommodated by not wearing a mask or face covering under the Ontario Human Rights Code.

2.2 The City of Toronto has warned of fake exemptions cards and states that exemption cards are not provided or endorsed by Toronto Public Health.

2.3. While the policy shall not require employees or members of the public to provide proof of any of the exemptions set out in section **2.1** anyone claiming an exemption must indicate which of the exemptions set out in **2.1** pertain to their individual situation.

3. Entry to the Centre

3.1 If a person arrives at the Centre without a mask or face covering and asks for entry, they will be offered a fabric or disposable mask as long as supplies last, or denied entry and asked to return with a mask or face covering.

3.2 A person who does not claim an exemption and refuses to wear a mask or face covering will be denied physical entry to the Centre. They can be provided with alternative contacts, such as telephone or video contact.

3.3 A person who claims an exemption will be offered accommodations. Depending on the service requested, the accommodation could include:

- Telephone or video contact.
- A staff person may go outside the Centre to provide service to the person outside.
- A specific time for an appointment for service that can occur only in person. The appointment will take into consideration additional social distancing and enhanced cleaning required, additional protective equipment for staff, as well as low traffic levels to protect the safety of other service users.

3.4 All people entering the Centre will be advised that failing to follow the mask policy, including any accommodations, will require them to leave immediately and potentially be banned from the Centre.

4. Questions about Masks and Face Coverings

4.1 If a person seeking entry to the Centre questions the mask and face covering policy, they will be referred to the City of Toronto Bylaw.

4.2 If a person questions the need for a mask/face covering or the scientific evidence, they will be told that the Centre is following direction from Toronto Public Health and referred to Toronto Public Health for more information. Staff will not enter a debate or argument about the effectiveness of masks and face coverings.

4.3 If a person questions fines for failure to follow the bylaw, they will be informed that RTCC can be fined if mask and face coverings are not used and that enforcement officers can make inspections at any time.

5. Revoking Entry

5.1 After entering the Centre, if a person refusing to follow the Mask and Face Covering Policy by removing the mask or wearing it incorrectly, they will be reminded by staff of the policy and requirement to follow it or leave the Centre.

5.2 If a person continues to refuse to follow the Mask and Face Covering Policy, staff will inform them that their time at the Centre is finished for that day. If they leave immediately, they can come back another day when they are able to follow the policy. If they do not leave immediately, they will be subject to a ban of no less than seven (7) calendar days. Subsequent refusals to adhere to the policy will result in bans of longer duration.

5.3 If the person refuses to leave the Centre immediately, a staff person will call for additional staff back up. Staff will try to resolve the situation and have the person leave the Centre. Police will be called only if the person becomes threatening or violent.

5.4 Entry will also be revoked for a person with an exemption who enters without a mask, if that person refuses to follow the accommodations put in place to allow safe entry.

6. Space Users

6.1 The organizer of any group that uses/rents space at RTCC will be provided with a copy of this policy and informed that it is their responsibility to ensure that all people attending the Centre as part of their group is informed of and follows the RTCC Mask and Face Covering Policy.

6.2 Failure to follow the Mask and Face Covering Policy will result in cancellation of the agreement to provide space to the group. A refund will not be offered.

7. Ending of Policy

7.1 The legal requirement for masks and face coverings will end when Toronto Bylaw 541-2020 is revoked by Toronto City Council.

7.2 The Executive Director may, at his discretion, continue to require masks and face coverings after Toronto Bylaw 541-2020 is no longer in force, in order to further the safety of staff and members of the public during an on-going pandemic.

Recommendation

The Business Manager and Manager of Strategic Initiatives recommend that:

1. The Board of Management enact this Mask and Face Covering Policy as required by Toronto Bylaw 541-2020.