

Summary of the *Temporary Mandatory Mask By-law*



People must wear a mask or face covering when in indoor public spaces.



The mask* should securely cover your nose, mouth & chin with no gaps.



Make alcohol-based hand rub available at all entrances and exits.



Train your employees on how to follow the mask by-law.

*Mask: a cloth mask or medical mask that can filter respiratory droplets.

Exemptions:

- o Children under two years of age, or children under the age of five years either chronologically or developmentally who refuse to wear a mask and cannot be persuaded to do so by their caregiver.
- o Individuals with medical conditions or disabilities which make them unable to safely wear a mask, including breathing difficulties or cognitive difficulties.
- o Anyone who is unable to remove the mask without help.
- o Anyone who is unconscious or incapacitated.

There may be situations where someone who is deaf or hard of hearing may require an employee to remove their mask or face covering to speak to the customer. Employees should let the person who is deaf or hard of hearing suggest their preferred way of communicating. We remind anyone removing their mask to follow safe handling procedures and to keep a distance of 2 metres (6 feet) away from others.

PLEASE NOTE: Employees of your organization or business are required to provide a verbal reminder to any person entering the premises without a mask. That said, no person shall be required to provide proof of exemption to a business.

When are masks not required by employees?

Restaurant setting

In spaces that are not accessible by the public such as kitchens or employee-only washrooms.

Office setting

In offices of professional service providers where clients receive services in areas not open to the general public.

Retail setting

If they are behind physical barriers such as plexiglass when serving the public.

Employees are encouraged to wear a mask when behind a plexiglass or in the kitchen if they cannot keep the 2 metre (6 feet) distance from their colleagues.

Visit our website to download our resources designed to help you put in place the *Temporary Mandatory Mask By-law*.

[OttawaPublicHealth.ca/WorkplacesCOVID19](https://ottawapublichealth.ca/WorkplacesCOVID19)

