
Mandatory Use of Mask or Face Covering within Markham Public Library Branches

Revision Date: July 2020 Policy Type: Public Service

Approval Level: CEO Distribution: All Employees

This Policy has been developed further to the instructions of the Region's Medical Officer of Health issued on July 10, 2020 which requires businesses and organizations to develop a policy requiring anyone entering their premises to be wearing a Face Covering. A full copy of these instructions can be found at york.ca/mandatorymasks.

Beginning July 17, 2020, all staff, visitors and customers are required to wear a mask or face covering upon entering and remaining within Markham Public Library branches. The mask or face covering must cover the nose, mouth and chin, without gapping.

Temporary removal of the mask/face covering is permitted where necessary for the following purposes:

- receiving services that would require temporary removal;
- consuming food or drink;
- for any emergency or medical purpose;
- while actively engaging in an athletic or fitness activity including water-based activities.

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

- Children under five (5) 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.
- Employees and operators of the Markham Public Library will follow MPL guidelines regarding wearing of masks in non-public spaces.
- Persons who are reasonably accommodated by not wearing a mask or face covering under the *Ontario Human Rights Code*.

Markham Public Library commits to orient and train staff on the policy including how to respond in various circumstances, such as:

- customer arrived without a mask/face covering because they forgot or don't have one
- customer who is exempt from wearing a mask/face covering
- customer wanting more information about the policy and bylaw
- customer who disagrees with the new requirement
- customer who becomes aggressive about the new requirement
- customer wanting information about the importance of wearing a mask/face covering or the science on the use of masks /face coverings
- customer asking about the availability of alcohol-based hand sanitizer
- customer who wants to know if they can be fined.

Signage indicating that Face Coverings are required inside the premises is posted at all entrances and reinforced by staff.

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This policy shall be applied in good faith and is intended to provide education about Face Covering use in premises where physical distancing may be difficult.

Upon request, a copy of this policy is to be provided to a Public Health Inspector or other person authorized to enforce the provisions of the EMPCA.

This policy is in effect until further notice and will be updated based on instructions from York Region Public Health.