

## Health and Safety – Mandatory Use of Masks Policy

NOTE: This policy is in DRAFT form until it has been ratified by the Thunder Bay Country Market Board of Directors, no later than the September Board meeting. Comments regarding the draft policy may be submitted to [secretary@tbcm.ca](mailto:secretary@tbcm.ca)

1. Beginning Friday July 24, 2020, all members of the public, vendors, employees, customers, and others who enter or remain in enclosed public areas of the Thunder Bay Country Market are required to wear a mask or face covering. The mask or face covering must cover the nose, mouth and chin without gaping. A face shield is not considered a mask for the purpose of this policy.
  - 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, 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 or vendors who are within or behind a physical barrier (e.g. Plexiglas).
  - b. Temporary removal of the mask or face covering at the Market is permitted where necessary when:
    - i. consuming food or drink;
    - ii. needing to communicate with someone with a hearing impairment; and
    - iii. for any emergency or medical purpose.
  - c. Outside of Market days (Wednesdays and Saturdays), employees or vendors working in the building will only need to wear a mask if not able to maintain social distance from other employees or vendors.
  - d. While outdoor vendors are not included in the mandatory mask policy, it is beneficial for all vendors to participate where able and as such, we strongly recommend the use of masks for outdoor vendors. Outdoor vendors will at minimum be required to wear a mask when entering the building for any 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 both entrances. Alcohol-based hand sanitizer will also be made available at both entrances and exits for persons entering or exiting Thunder Bay Country Market.
4. Vendors that are behind plexiglass and / or have an exemption to the policy do not need to disclose their exemption and as such may not always be wearing a mask.
5. No vendor may refuse to serve a customer who is not wearing a mask and vendors may not ask customer why they are not wearing a mask.
  - a. Employees or volunteers of the Market who are working at the Market doors or in the dining spaces or as Market Marshalls may remind customers of the mandatory mask policy upon entry. If the customer indicates they have an exemption, the employee or volunteer simply thanks them and welcomes them to the Market. If the customer indicates they forgot their mask, they may enter with a reminder for the next time.
  - b. Any customer that becomes aggressive about the mask policy will be reminded that we are mandated by the Thunder Bay District Health Unit and then if not adjusting their aggressive stance, will be asked to leave the Market in accordance with our Unwanted Persons at the Market policy.

- c. Customers may also not ask a vendor why they are not wearing a mask and vendors do not need to respond to such questions.
- 6. Customers that are using the dining room spaces (whether upstairs or downstairs) are able to remove their masks while they eat but must raise their masks to their face when interacting with a Market or Vendor employee (ie Market Marshall).
- 7. Vendors are responsible for keeping their plexiglass at their booth clean.
  - a. No products containing alcohol or ammonia (ie Windex) should be used to as the plexiglass will get damaged.
  - b. Vendors should use soap and water and a soft, non-abrasive cloth to wash both sides of their plexiglass at least twice a month.
- 8. 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.
  - a. This policy has been created in compliance with the Thunder Bay District Health Unit's instructions to persons responsible for a business or organization permitted to open under the Emergency Management and Civil Protection Act, R.S.O. 1990 and associated regulations dated July 17, 2020.