



## Mandatory Use of Mask or Face Covering within Throne Barbershop

Beginning July 7, 2020, all staff, visitors and customers are required to wear a mask or face covering upon entering and remaining within Throne Barbershop. The mask or face covering must cover the nose, mouth and chin.

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.

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 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.
- Employees and operators of the Establishment, in a designed area not for public access, 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*.

Train staff on the policy including how to respond if various circumstances:

- **customers arrived without a mask because they forgot or don't have one** - Throne Barbershop will provide a free mask for clients who forgot to bring their own mask.
- **customer who is exempt from wearing a mask** - People who are unable to wear a face mask or covering due to health, age or other reasons do not require proof for the exemption.
- **customer wanting more information about the policy and bylaw** - the City of Toronto has enacted By-Law 541-2020 requiring the use of face masks or face coverings, with some exceptions, in all indoor public spaces. This by-law is enforceable as of July 7, 2020, and requires all owners/operators of establishments open to the public.
- **customer who becomes aggressive about the new requirement** - This is to ensure members of the public wear a mask or face covering upon entry, and while remaining within all enclosed spaces of their establishment;
- **customer wanting information about the importance of wearing a mask or the science on the use of masks** - Health experts say the evidence is clear that masks

can help prevent the spread of COVID-19 and that the more people wearing masks, the better.

- **customer asking about the availability of alcohol-based hand sanitizer (70-90% alcohol concentration)** - Health Canada is advising Canadians to always follow the label directions when using alcohol-based hand sanitizers. The best way to limit the spread of COVID-19 is by washing your hands frequently with soap and water for at least 20 seconds. If this is not possible, use an alcohol-based hand sanitizer, with at least 70% alcohol, that has been approved by Health Canada. Always follow the label directions when using alcohol-based hand sanitizers.
- **customer who wants to know if they can be fined** - Every person, business or facility who contravenes any provision of this bylaw is guilty of an offence, and upon conviction is liable to a fine as provided for in the Provincial Offences Act. See the City of Toronto By- Law 541-2020 for more information. There are fines associated with this by-law.

Ensure that a sign on the bylaw is posted and visible to the public. A sample [mandatory mask or face covering poster](#) is available to download, print and post.

***This policy has been created in compliance with the [City of Toronto By-Law 541-2020](#).***