



Frequently Asked Questions

Face Covering By-law for Businesses

Last updated: July 13, 2020

What if someone enters my business without a mask?

- The by-law does not require business owners/operators to ensure by-law compliance.
- Business owners/operators should not engage in confrontations with members of the public who are not wearing a face covering. You may politely remind patrons of the By-law requirement.
- You can print [by-law reminder cards](#) to give to patrons.
- Business owners/operators may wish to contact Region of Waterloo By-law Enforcement if non-compliance is significant and ongoing and additional educational resources and support are needed. Please complete this [by-law feedback form](#) or call the Region of Waterloo Contact Centre 519-575-4400.

Who is required to wear a face covering under this by-law?

Any customer, patron, employee or visitor, who enters an enclosed public place must wear a mask except for those who are exempt.

The by-laws exempt:

- Children under the age of five.
- Those who are unable to wear a face covering as a result of a medical condition or a disability. Some disabilities are invisible so we ask people to respect that. The by-law does not require people to provide proof to support an exemption.
- A person engaged in a sport or other strenuous physical activity.
- A person who is assisting or accommodating someone who has a hearing loss or a hearing disability.
- A person who is consuming food/drink as part of a religious activity within a place of worship.

Does the by-law require business owners to turn away people who are not wearing masks?

No. There is no requirement under the by-law for businesses to refuse entry to those not wearing face coverings. Businesses may choose to have their own policies that require masks.



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Can businesses require proof of exemption?

No. The by-law does not require people to provide proof to support an exemption.

Do employees need to wear a face covering in staff only areas?

No. The by-law does not cover staff-only areas such as lunch rooms and storerooms. Employers may have their own policies related to employee-only areas.

Employees are required to wear a face covering in areas where customers interact with one another or with staff members or in any areas that are accessible to members of the public, such as:

- retail floor/aisles;
- cashier queues;
- service counter queues;
- publicly accessible washrooms.

Workplaces may have other safety measures in place like plexiglass barriers, enhanced cleaning and disinfection, and physical distancing.

How can establishments notify customers, patrons, employees or visitors about the By-law?

Business owners/operators are responsible for posting clearly visible by-law signage at all entrances. Decals and posters can be picked up at local city halls and township administrative offices or from local Chambers of Commerce (beginning July 13). [You can also print your own signs here.](#)

Businesses may also print [by-law reminder cards](#) to give to patrons.

Should I report patrons/customers for not wearing a face covering?

It's important to keep in mind that Regional by-law enforcement will not be able to respond to all calls and will be focusing on education and compliance rather than enforcement. Business owners/operators can contact Region of Waterloo By-law Enforcement if non-compliance is significant and ongoing and additional educational resources and support are needed. Please complete a [by-law feedback form](#) or call the Region of Waterloo Contact Centre at 519-575-4400.