



# COVID-19 Business Owners and Face Coverings

A few tips on how business owners and staff may address concerns with the use of face coverings in commercial businesses.

## **When someone is not wearing a face covering when they enter a business.**

Greet the customer and remind them that face coverings are mandatory inside the store.

If the customer has forgotten their face covering, you may give the customer a face covering or offer to sell the customer a face covering, if the store has them for sale.

Staff may ask the customer to return to the store when they have on a face covering.

## **When someone is not wearing a face covering when they enter a business, but they have an exemption.**

Greet the customer and remind them that face coverings are mandatory inside the store.

If the customer discloses that they have an exemption (e.g., medical condition that makes them unable to wear a face covering), the customer does not have to explain their medical condition or provide proof of an exemption.

Staff are encouraged to serve the customer. Staff should make sure the customer has used the hand sanitizer and that they remain a safe distance of at least 2 metres from other customers and staff.

Staff may want to serve this customer as soon as possible so that the customer can exit the business and avoid making other customers uncomfortable.

## **When someone is taking on and off their face covering in the store.**

Greet the customer and remind them that face coverings are mandatory inside the store.

If the customer discloses that they are finding their face covering uncomfortable, staff can ask the customer to keep their face covering on and try to serve the customer as soon as possible so that the customer can exit the store and remove their face covering.

If a customer has removed their face covering, staff should remain a safe distance of at least 2 metres from the customer. Staff may want to serve the customer as soon as possible so that the customer can exit the store or ask the customer to return to the store when they have on a more comfortable face covering.

If a customer requires staff to remove their face covering to speak to them (e.g., for a specific communication need like lip reading), staff may remove their face covering to speak to the customer. Staff should remain a safe distance of at least 2 metres from the customer.

Reminder: Anyone removing their face covering should follow safe handling procedures (e.g., clean your hands after you take your face covering off, clean your hands before you put your face covering on) and keep a distance of 2 metres (6 feet) from others.