



Main Office - Belleville

179 North Park Street, Belleville, ON K8P 4P1
T: 613-966-5500 | 1-800-267-2803 | F: 613-966-9418
TTY: 711 or 1-800-267-6511
hpePublicHealth.ca

July 10, 2020

To: Commercial Establishments in Hastings and Prince Edward Counties

Re: Additional Information Regarding Recent Instructions to Persons Responsible for Businesses or Organizations Permitted to Open Under the *Emergency Management and Civil Protection Act, R.S.O. 1990* and Related Regulations

Further to my [communication on July 7](#), I am writing today to provide further clarification to all persons responsible for a business or organization permitted to open as per the *Emergency Management and Civil Protection Act* (EMCPA) and Related Regulations, specifically *Ontario Regulation 263/20 - Stage 2 Closures*.

As the Acting Medical Officer of Health, my instructions provided on July 7, pursuant to *O. Reg 263/20 s.4(2)* (or as current) to **all commercial establishments currently operating** during Stage 2 within Hastings and Prince Edward Counties (HPEC), effective 12:00 pm, July 10, 2020 included, but were not limited to:

- Having a policy in place to prohibit persons from entering the premises of the commercial establishment or remaining in the premises if the person is not wearing a non-medical mask or face covering. **Best efforts** shall be made to only allow entry to persons wearing a non-medical mask or face covering. The non-medical mask or face covering must be worn inside the premises at all times, unless it is reasonably required to be temporarily removed for services provided by the establishment.

Hastings Prince Edward Public Health (HPEPH) recognizes that **certain individuals may be unable to wear or access a face covering**. Certain individuals may be exempt from wearing a face covering, and HPEPH does not expect establishments to request proof of exemption from anyone who is unable to wear a face covering in a commercial environment. **HPEPH expects and requests your cooperation in ensuring that these instructions are carried out with respect and kindness.**

To meet the standard of **best effort**, it is expected that employees/operators will comply with instructions provided in the letter distributed on July 7 by having a policy in place for mandatory face coverings. It is expected that employees/operators will provide **a courteous and respectful verbal reminder** to any customer entering the premises without a face covering, that there is a policy in place for mandatory face coverings. If employees/operators have provided a verbal reminder to customers, HPEPH **does not expect the establishment to turn away a customer who is unable to wear a mask**, or who refuse to do so, in order to demonstrate best effort has been made to comply with policy.

North Hastings

1P Manor Ln., L1-024, Bancroft, ON K0L 1C0
T: 1-800-267-2803 | F: 613-332-5418

Prince Edward County

Suite 1, 35 Bridge St., Picton, ON K0K 2T0
T: 613-966-5500 | F: 613-476-2919

Quinte West

499 Dundas St. W., Trenton, ON K8V 6C4
T: 613-966-5500 | F: 613-965-6535

.../2

Municipalities may pass by-laws that have wider implications than the instructions provided by HPEPH. In addition, establishments may develop their own policies for face coverings. However, HPEPH expects that all efforts to promote the health and safety of our community will be undertaken with a spirit of mutual respect. We trust everyone in our region to do the right thing to keep our community safe and ask employers and customers to trust one another as well.

For additional information about exemptions and other issues related to this instruction, please visit the [FAQ page](#) on our website. A [sample policy template](#) is also available for adaption.

I would like to emphasize that your ongoing efforts have been a huge part of our collective success in HPEC keeping our case counts low, protecting each other, and being able to arrive at this stage in the path to recovery. Thank you for your hard work and cooperation as we work together to protect the health of our community.

Should you require additional information, please contact HPEPH at 613-966-5500 or info@hpeph.ca. Should you require additional information about by-laws in place in your municipality, please contact your local By-Law Enforcement Office. Visit hpePublicHealth.ca for additional information and resources from HPEPH.

Sincerely,



Dr. Alexa Caturay, MD, MPH, CCFP, FRCPC
Acting Medical Officer of Health
Hastings Prince Edward Public Health

AC/et