



POLICY

Mask Usage *Organizational Wide*

BACKGROUND

In response to the COVID-19 Pandemic, the City of Toronto has passed a by-law requiring all individuals (with limited expectations) wear a mask or face covering within indoor public spaces. As outlined in the City of Toronto's *COVID-19 Guidance on Mask and Face Covering Bylaw*, there is a pressing need for establishments to implement regulations and safety measures to prevent the spread of the virus and protect the health and wellbeing of Toronto residents. In particular, these measures are required within enclosed spaces where physical distancing may be difficult to maintain. In compliance with the [City of Toronto By-Law 541-2020](#), effective July 7th, 2020, all staff, program participants, volunteers, and community members of The 519 are required to wear a mask or face covering upon entering and remaining within The 519. The mask or face covering must cover the nose, mouth and chin.

POLICY STATEMENT

As a community centre, The 519 works with a range of community members including those who are marginalized and experiencing poverty, isolation, homelessness, mental health and substance use issues. The 519 is committed to creating an accessible and welcoming space for all while ensuring public health standards and infection control measures are in place to support the safety and wellbeing of our staff, program participants, community members, volunteers, and general public.

ROLE OF EMPLOYEES

The 519 creates space for change, contributing to the advancement of LGBTQ2S equality and inclusion in Toronto and beyond through service, space, and leadership. Staff are expected at all times to foster an atmosphere that is respectful, professional, dignified and helpful to community to ensure the highest standards of public service.

COMMUNITY CENTRE SPACE USE EXPECTATIONS

The 519 is committed to creating and fostering a space that is safe and welcoming for all people. We will not tolerate or condone behaviours that violate our Anti-Harassment and Discrimination Policy or create an unsafe/unwelcoming environment including behaviours such:

- harassment, discrimination, verbal or physical abuse, property damage
- violent, aggressive, threatening and/or intimidating behaviours

Individuals who engage in these behaviours may receive a service restriction or modified service agreement.

PROCEDURES AND PROTOCOLS

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 remains in effect until ended by City Council.

Exemptions:

1. 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.
2. Temporary removal of mask while seated to eat or drink. The individual must remain seated while mask is off.
3. 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, if they are alone, in a designated 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*.

SIGNAGE

The 519 will ensure bylaw signage is posted and visible to the public, as well as mandatory mask or face covering posters, throughout the facility.

APPLICATION

This policy applies to all individuals who enter The 519.

The 519 expects that this policy will support our goal to ensure that our services are inclusive, responsive, and accessible for participants and community while maintaining

a healthy environment with sound public health measures in place.

IMPLEMENTATION

This policy will be communicated to all employees, volunteers, and community members through virtual communications, on-site signage and in-person communications, reminders and supports.

APPROVED BY

Maura Lawless, Executive Director

DATE APPROVED

September 21, 2020

RELATED INFORMATION

- City of Toronto By-Law 541-2020
- Intervention Tips Guideline
- Debriefing Tips Guideline Behaviour and Service Restriction Guideline Chart
- Community and Organizational Standards Policy Statement
- The City of Toronto AOCC Relationship Framework
- Anti-Harassment and Discrimination Policy City of Toronto/The 519
- Association of Community Centres, Human Rights and Anti-Harassment Discrimination Policy
- Workplace Violence Policy
- The 519's Complaints and Progressive Appeals Policy
- The 519's Crisis Intervention Policy
- MFIPPA
- Occupational Health and Safety Act
- The Ontario Human Rights Code