

## Frequently Asked Questions

City of Mississauga  
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**\*updated as of July 8 at 6:30 p.m.**

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## FACE COVERINGS/MASKS

- [By-law](#)

### **Why are face coverings mandatory in Peel Region?**

Face coverings are mandatory in Peel Region based on the recommendations of Dr. Lawrence Loh, Medical Officer of Health for the Region of Peel.

### **How was the decision made to introduce mandatory face coverings?**

The decision to enact a by-law to make face coverings mandatory in certain places in the City of Mississauga was made based on Dr. Loh's recommendations.

### **Where are face coverings required?**

Face coverings are required in public establishments that are located indoors and are accessible to the public such as retail stores, businesses that sell food and shopping malls.

### **Are face coverings required in taxis?**

Yes. Face coverings will be required in taxis and private vehicles for hire such as Uber and Lyft

### **Are face coverings required in places of worship?**

Yes, but not during religious rites or ceremonies that are incompatible with the face being covered, such as while receiving communion.

### **Who do I call to report businesses/individuals who are not following the by-law?**

You can call 311 to report any businesses or individuals not following the by-law.

- [Enforcement/Fines](#)

### **How will the wearing of face coverings be enforced?**

The by-law will be enforced on a complaint basis by municipal law enforcement officers from the City's Enforcement Division and Security Services Section.

### **Are there any exceptions?**

Yes. Exceptions include children under the age of two, persons with underlying medical conditions and persons who are unable to remove a face covering without assistance.

Also, the by-law does not apply to employees/staff members working within public establishments while they are behind a physical barrier, like plexiglass, or within an area of the building that is restricted to staff and not available to the public.

### **Are there fines?**

Yes. If a person who is not exempt under the by-law is identified as refusing to wear a face covering they can be issued an offence notice. Owners or operators of locations that are identified as failing to have a face covering policy in place or are failing to enforce that policy may also be charged with an offence under the by-law.

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### **Will I be refused service if I cannot wear a mask for medical reasons?**

The owners and occupiers of public establishments have the right to set terms for service in their own premises and to deny people entry to their establishments, but must comply with the Ontario Human Rights Code and, in some cases, the Charter.

The City of Mississauga by-law includes an exemption for persons who cannot wear masks for medical reasons or reason of disability and does not require the owner/operator of a public establishment to deny service to someone who is not wearing a mask for medical reasons.

- [Types of Acceptable Face Coverings](#)

### **What type of face covering is acceptable? How should it be worn?**

A face covering includes a mask, bandana, scarf or other covering constructed of cloth, linen or other similar fabric that fits securely to the head and is large enough to completely and comfortably cover the mouth, nose and chin without gaping.

### **How long will the by-law be in effect?**

The by-law will be in force and effect until October 1, 2020.

### **Will face coverings be required in schools?**

No. Face coverings are not required in schools, day cares, post-secondary institutions and other facilities used solely for educational purposes.

### **Will face coverings be provided in public places?**

Operators of establishments are not required to supply face coverings to the public.

### **Can a business refuse anyone not wearing a face covering?**

Businesses are required to refuse entry to persons not wearing a face covering unless the person is exempt in accordance with the by-law.

### **Are masks and face coverings mandatory on public transit?**

Effective July 2, wearing a non-medical mask or face covering will be mandatory when travelling on MiWay, at stops and at transit terminals to reduce the risk of transmission of COVID-19. Children under the age of two, people with disabilities or other medical conditions that prevent them from wearing any mask will not be required to wear one.

- [FAQs for Business Operators](#)

### **What should a face covering policy look like?**

It doesn't have to be complex. To help we are providing a sample that you can use to develop your own policy for your location.

### **Does everyone have to wear a face covering?**

Generally yes, but there are exemptions for the following:

- children 2 years of age or younger
- children between the ages of 3 and 5 who refuse to wear a face covering and cannot be persuaded to do so by their caregiver
- Persons who have trouble breathing or are otherwise unable to wear a face covering for medical reasons or for reason of disability, including Persons who are unable to remove masks without assistance
- Persons while riding school transportation vehicles

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- Persons inside a restaurant or bar while consuming food or drink, should either type of business be permitted to reopen for indoor dining by the Province
- Persons who are engaged in an athletic or fitness activity in accordance with the Emergency Orders
- Employees and agents of the operator within an area not for public access, or within or behind a physical barrier.

### **How do I know if someone is exempt?**

You may ask “if” they are aware of the by-law and if they are exempt. If a customer enters without a face covering, advise them of your policy and that the face covering is now a by-law requirement. If they advise you that they are unable to wear a mask, that’s all you have to do. You have complied with the by-law. You should not ask them the specific reason they are unable to wear a mask.

### **Do people have to provide proof that they are exempt?**

No. If they advise that they are exempt that’s all that the by-law requires.

### **What if people don’t believe that this is actually a by-law?**

You may wish to direct them to the City of Mississauga website or to call 311. They can confirm that the Face Covering By-law is in effect.

### **What type of face covering is acceptable?**

Virtually any fabric that covers the nose, mouth and chin without gaping is acceptable. We recommend that the public not use medical masks as supplies remain low and should be reserved for use in the medical field.