



MANDATORY MASK/FACE COVERINGS

STAFF & VOLUNTEER FAQ

Q: Do I have to wear the mask whenever I'm indoors at a YMCA Facility? Do I have to wear it out of doors?

A: A mask or face covering is mandatory whenever you are in an indoor public area. You are not required to wear one if you are in an area not accessible to the public *and* you are able to maintain proper physical distancing. You are not required to wear a mask outdoors or when engaging in a fitness activity provided you are able to maintain proper physical distancing.

Q: Does wearing a mask mean we don't have to maintain physical distance?

A: No, a mask is an additional measure to prevent the spread of COVID-19; physical distancing and proper handwashing remain important.

Q: What do we do if a participant comes into our location without a mask?

A: Politely ask the participant to wear the mask if they have one with them and, if they do not, please offer them a disposable mask (as available) or offer to sell them one member services. People should know to bring their own mask given the provincial order currently in place.

Q: I can't wear a mask or face covering because of a medical or religious reasons. How do I get an exemption?

A: Please speak to your supervisor, who will accommodate your request. You are not required to provide any proof of your need for accommodation.

Q: A participant is refusing to wear a mask for medical/personal/religious reasons.

A: Thank them for making you aware of the request of the need for an exemption and remind them to continue physical distancing while at the location. We do not require any proof of the need for an exemption.

Q: I've been asked for more information about the policy and bylaw / information on the science behind using a mask / information on enforcement of the bylaw and penalties for not complying.

A: Please direct the individual to the website of their local municipality for current information.

Q: The person is getting aggressive about the new requirement and questioning me about the policy while refusing to wear a mask. What do I do?

A: Please do not confront or get into arguments with participants or members of the public regarding wearing a mask. If the situation becomes confrontational and you are made to feel unsafe, please remove yourself from the situation and escalate to your Supervisor or General Manager, who will make decisions on admission into the facility/program.

Q: Individual is asking about the availability of alcohol-based hand sanitizer (70-90% alcohol concentration).

A: Please direct them to the closest sanitizer station.