

Beginning July 20, 2020, in response to the COVID-19 pandemic and subsequent to City of Burlington's [Mask By-law 62 -2020](#), all staff, visitors, and customers are required to wear a mask or face covering upon entering and remaining within any branch of Burlington Public Library. The mask or face covering must cover the nose, mouth, and chin.

Temporary removal of the mask is permitted where necessary for the purposes of receiving services.

The following persons are exempt from requiring a mask or face covering, and will not be required to provide proof of such exemption:

- person is under five years of age chronologically;
- person is under five years of age developmentally and they refuse to wear a mask or face covering and cannot be persuaded to do so by their caregiver;
- person has an underlying medical condition where wearing a mask or face covering would inhibit the person's ability to breathe in any way;
- person may experience a negative impact to their emotional well-being or mental health;
- person has a developmental disability which inhibits their ability to wear a mask or face covering;
- person has a disability whereby the wearing of a mask or face covering would limit their ability to reasonably communicate with others or otherwise present a hardship for a person or persons assisting the individual;
- person is unable to place or remove a mask or face covering without assistance; or,
- employees and agents of the person responsible for the Establishment within an area designated for them and not for public access, or within or behind a physical barrier.

All BPL staff are trained on the policy including how to respond in various circumstances:

- customer arrived without a mask because they forgot or don't have one;
- customer who is exempt from wearing a mask;
- customer wanting more information about the policy and by-law;
- customer who becomes aggressive about the new requirement;
- customer wanting information about the importance of wearing a mask;
- customer asking about the availability of alcohol-based hand sanitizer;
- customer who wants to know if they can be fined; and,
- customer wants to know why some people are being admitted into the library when they don't have a mask on and it is mandatory due to the City by-law.

Notification of the by-law is posted and visible to the public at every open library location.

This policy has been created in compliance with the [City of Burlington By-law 62-2020](#) and is in effect until September 30, 2020 unless extended or revoked by Burlington City Council.