Employee Communication
MASKS REQUIRED FOR CUSTOMERS
September 3, 2021

Please share with your teams.

KEY MESSAGES WHEN DEALING WITH THE PUBLIC:

- Masks are required at all indoor City facilities and on Regina Transit, effective September 4, 2021.
- When you wear a mask, you protect others as well as yourself. Masks work best when everyone wears one.
- Please wear your mask in all common indoor areas, unless seated to eat or drink.
- Visit Regina.ca/covid19 to find the most up to date information on safety measures like mask requirements.

INFORMATION

These safety measures are back in place because Saskatchewan is entering a fourth wave with rising cases of COVID-19 and increased spread of the highly transmissible Delta variant. The health and safety of our employees and community remains the City’s top priority.

Public health officials remind us that the best method to protect yourself against COVID-19 is to be fully vaccinated and to continue to practice everyday preventive actions including masking and physical distancing to prevent transmission.

QUESTIONS AND ANSWERS (find more FAQs on Regina.ca/covid19)

What do I do if someone doesn’t have a mask?
We encourage everyone to bring their own mask, however, the City will have a supply of masks available for use at indoor City facilities.

What do I do if a customer refuses to wear a mask?
Remind them that masks are required in order to keep everyone safe, keep the interaction non-confrontational. If they still choose not to comply, you can proceed with providing service. The City will not deny service at this time.

If a customer won’t wear a mask because they have a medical exemption, do I need to ask for proof?
No.
**What exemptions are in place for wearing masks?**
Exemptions exist for the following:

- children under 2 years of age, persons who are medically exempt and individuals who cannot place or remove masks without assistance are not required to wear a mask
- masks are not required while actively participating in aquatic activities, physical exercise or playing sports
- masks can be removed while seated to consume food or beverages
- Short-term removal for the purposes of identification
- Providing personal support services to an individual with a disability when wearing a mask could hinder the ability of that individual to receive the service (i.e. lip reading)

**Will masks be required for outdoor gathering in City parks or for outdoor activity?**
No. The mask requirement is for indoor City facilities only.

**Will there be any changes to swimming lessons?**
No. At this time swimming lessons will continue to be offered at full capacity on the same date and time as listed in the Leisure Guide. Should this change, the City of Regina will reach out to those registered directly.

**How long will the mask requirement be in place?**
The City consults regularly with medical health experts to assess and re-evaluate health and safety measures. The mask requirement will remain in effect until such time as it is deemed appropriate to remove it.

**Are masks required for users of community operated neighbourhood centres?**
Yes, masks are required in all indoor City of Regina owned facilities.

**Are masks required in City Facilities being used for the federal election on September 20?**
Masks will be required at City facilities when voting on September 20. More information about Elections Canada guidelines can be found on their website.

**Are masks required in libraries that are located in City facilities?**
Yes, all public libraries will be requiring visitors to wear a mask.

**What do I do if there are people holding a rally or protest outside the facility?**
Members of the public are welcome to share their message and are not prohibited from gathering outside facilities as long as they are not disruptive to the work environment or the services we provide. If possible, avoid the area by going around or using an alternate entrance. Don’t engage with the people demonstrating, remember you are a representative of the City of Regina. If the situation escalates, advise your supervisor. If safety is a concern, contact the Regina Police Service.