



Frequently Asked Questions (FAQ) | August 2020

Mandatory masks or face coverings in TCHC buildings

Are tenants required to wear masks inside their building?

A new City of Toronto bylaw requires Toronto Community Housing tenants to wear a mask or face covering in their building's lobby, laundry room, elevators or other common areas where keeping two metres (six feet) from others may pose a challenge.

When does the new bylaw come into effect?

The new bylaw takes effect on August 5. It will remain in place until September 30, 2020 (unless extended by City Council).

Why is this being done?

Toronto City Council enacted the bylaw to protect the health and safety of city residents by reducing the spread of COVID-19. The measure responds to concerns that the opportunity for more close contact, especially indoors, will result in more virus spread.

Will this new rule apply to TCHC staff and contractors?

Yes. All TCHC staff and contractors must wear a mask or face covering in indoor common space of our residential buildings and all areas accessible to tenants and the public. As well, staff and vendors must wear masks and disposable gloves when working in a tenant's home.

I have a medical condition. Do I have to wear a mask?

Like the City's existing mask or face covering bylaw, the new bylaw includes exemptions for children under the age of two, persons who require accommodation under the Ontario Human Rights Code and anyone who cannot wear a mask for medical reasons.

FAQ on masks and face coverings – August 2020

How are you advising tenants about this?

We are posting signs in our buildings and using social media and the website to build tenant awareness of the importance of wearing a mask or face covering to protect themselves and others from COVID-19.

Who can I talk to if I have questions?

Please phone or email our Client Care Centre at **416-981-5500** or help@torontohousing.ca. Client Care agents are available 24 hours a day, every day, to help you.

Information about the public health response to COVID-19 is available on the TCHC website at torontohousing.ca/covid-19 or the City of Toronto website at toronto.ca/covid19.
