



## **INSTRUCTIONS FROM THE MEDICAL OFFICER OF HEALTH**

**DATE:** December 20, 2020

**EFFECTIVE:** December 21, 2020 at 12:00 p.m.

**TO:** All persons who own and/or operate the following types of business, place, facility, or establishment located in Halton Region:

- a. Shopping malls; and
- b. Retail stores, including stores located in shopping malls.

The Province of Ontario has issued regulations under the *Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 (ROA)* to implement its Keeping Ontario Safe and Open Framework.

The Regulations applicable to Halton Region require the person responsible for a business or organization that is open to operate the business or organization in compliance with the instructions of public health officials, including instructions on physical distancing.

The following instructions issued by Dr. Hamidah Meghani, Medical Officer of Health for Halton Region, are intended to supplement the Regulations, to require that all persons who own and/or operate one or more shopping malls and/or one or more retail stores in Halton Region manage and actively monitor capacity to maintain adequate physical distancing in shopping malls and retail stores.

### **SHOPPING MALLS**

**All persons who own and/or operate a shopping mall must:**

1. Comply with all requirements that apply to your business, place, facility, or establishment as set out under the ROA and the applicable regulations, as well as the requirements set out in these instructions. Where these instructions impose one or more additional requirements not set out in the ROA, the requirement(s) under these instructions must be followed.
2. Immediately set a maximum capacity for patrons in the shopping mall that effectively supports maintaining a physical distance of at least two metres, actively monitor compliance with the said capacity limit, and ensure that physical distancing of two metres is maintained by patrons, store staff and mall staff in all common areas, stores, washrooms, hallways, entrances, etc., at all times and that all patrons, store staff and mall staff wear a mask or face covering in a

manner that covers their mouth, nose and chin unless entitled to an exception from this requirement.

3. Immediately ensure all stores within the shopping mall set a maximum capacity limit and monitor the capacity limit to ensure physical distancing of at least two meters is maintained by patrons, store staff and mall staff at all times and that all patrons, store staff and mall staff wear a mask or face covering in a manner that covers their mouth, nose and chin unless entitled to an exception from this requirement.
4. Actively manage all line-ups or patrons congregating and ensure all patrons waiting in line-ups inside or outside the shopping mall maintain physical distancing of at least two metres and that all patrons, store staff and mall staff wear a mask or face covering in a manner that covers their mouth, nose and chin unless entitled to an exception from this requirement.
5. Follow all further instructions from Halton Region Public Health pertaining to COVID-19 that apply to your shopping mall.

### **RETAIL STORES, INCLUDING STORES LOCATED IN SHOPPING MALLS**

**All persons who own and/or operate a retail store, including a store located in a shopping mall must:**

1. Comply with all requirements that apply to your business, place, facility, or establishment as set out under the ROA and the applicable regulations, as well as the requirements set out in these instructions. Where these instructions impose one or more additional requirements not set out in the ROA, the requirement(s) under these instructions must be followed.
2. Immediately set a maximum capacity for patrons in the retail store that effectively supports maintaining a physical distance of at least two metres, actively monitor compliance with the said capacity limit, and ensure that physical distancing of at least two metres is maintained by patrons and store staff within the retail store and in all common areas, washrooms, hallways, entrances, etc., at all times and that all patrons, store staff and mall staff wear a mask or face covering in a manner that covers their mouth, nose and chin unless entitled to an exception from this requirement.
3. Actively manage all line-ups or patrons congregating and ensure all patrons waiting in line-ups inside or outside the retail store maintain physical distancing of

at least two metres and that all patrons, store staff and mall staff wear a mask or face covering in a manner that covers their mouth, nose and chin unless entitled to an exception from this requirement.

4. Follow all further instructions from Halton Region Public Health pertaining to COVID-19 that apply to your retail store.



---

**Hamidah Meghani, MD, MPH, MM, FRCPC**  
**Medical Officer of Health,**  
**Halton Region Public Health**  
The Regional Municipality of Halton  
1151 Bronte Road,  
Oakville, Ontario  
L6M 3L1

These instructions shall be posted at: [halton.ca/COVID19](https://www.halton.ca/COVID19)