

Pilon, Janet

Subject: Hamilton Mask By-Law

From: Hamilton Assistant <hamilton_assistant@missionthriftstore.com>

Sent: Thursday, July 9, 2020 4:30 PM

To: clerk@hamilton.ca

Cc: Scott Garvie

Subject: Hamilton Mask By-Law

To the Hamilton Board of Health;

Thank you for all the work you have invested in our city over the last several months since Covid-19. I am extremely encouraged, as a citizen and worker in this city, with how well we have done at curbing the spread. As we continue to re-open I recognize the incredible challenge and hard decisions that will have to be made. Recognizing this, I would appreciate your time to hear my concerns regarding the pending mask by-law in the city.

I am the Assistant Manager for the Mission Thrift Store in Hamilton. We are primarily volunteer run. Prior to Covid we had 196 regular volunteers with an average age of 68.

Currently, we are running at about half the capacity due to the comfort level of our volunteers.

For the safety and comfort of our team we have been affirming those who are staying home right now.

We have also augmented our store processes to create buffers between our team and the public.

We have shortened our store hours to allow for more time to clean and stock shelves before customers come. As well, we have a limited staff for the afternoon while customers are here.

We also ask our team to wear face masks or face shields if they are on the sales floor with customers.

Customers are also asked to sanitize their hands before entering the store and to shop with a buggy that is sanitized after every use (this helps us manage our numbers).

It is of sincere concern to us that our team is healthy and stays healthy.

Saying this, I do want to advocate that the City of Hamilton Not have a mask policy.

I have many volunteers, including myself, who, for medical reasons, cannot wear a mask for extended periods of time.

Because of this we have the shields and they are a preferred option among our volunteers.

Second, we find that people are growing more and more hostile towards our greeting team for asking them to shop with a buggy and/or to sanitize their hands.

I have had to ask people to leave if they do not want to participate in the stores policies.

Some of my volunteers do not want to work as a greeter because of the anxiety they get regarding angry customers.

While there are merits to wearing a mask, Our experience is that this would only create more antagonism between the store and customers. I personally know many people who will stop volunteering and/or shopping if a mask policy is put in place.

While masks can serve to supplement our communities fight against Covid, I am encouraged to see that, without a mask policy, our economy has been re-opening while, at the same time, our cases of Covid are trending down.

In summary, I ask that a mask policy not be passed in Hamilton. However, if one is, that it may be inclusive of face shields as well.

Thank you for all the work and energy put into leading our city through this pandemic and the great results we are seeing.

I trust that, whatever the decision, you will make the right decision for our city.

Thank you for your time.

Rich Freeman | *Assistant Manager*
[Mission Thrift Store Hamilton](#)
601 Upper Gage Ave. Hamilton, ON.
905-383-0004

Donate

Volunteer

This e-mail is intended for the use of the individual or entity to which it is addressed only, and may contain information that is privileged, confidential and exempt from disclosure under applicable law. Any use of this e-mail by an unintended recipient is strictly prohibited. If you have received this message in error, please immediately notify the sender by telephone to the number noted above.