

# START HERE!



Thanks for Volunteering on behalf of All Canadian Citizens.

We appreciate the time you are taking to call businesses.

Our Goal: To make the businesses aware of the Rights and Freedoms of Canadians.

The *Canadian Charter of Rights and Freedoms* forms the first part of the *Constitution Act, 1982*.

- freedom of religion, of thought, of expression, of the press and of peaceful assembly
- the right to participate in political activities and the right to a democratic government
- the freedom to move around and live within Canada, and to leave Canada
- legal rights such as the right to life, liberty, and security
- equality rights
- language rights

# Guideline for Calls (print this if it helps)



1. Call the business from the “Call to Action” email, ask to speak with the manager/owner.
2. Ask about their MASK policy. You can then explain that you heard about an incident if you feel that it is warranted. If they do not know about MASK Exemptions, please see below “when you don’t have to....”
3. Ask them what they are doing to accommodate mask exemptions:  
If the business has decided to make up their own rules and are not letting unmasked people inside or refusing them service demand politely, that they change their policy and tell them that you will inform everyone you know about this. You will be encouraging others to stay away from their business.  
As well, mention Google reviews and that you may consider leaving a bad review if they don’t address this issue.
4. If they are willing to Listen: An explanation about the exceptions can be given. No need for confrontation. **Always be polite. Do not discuss COVID and Statistics.** See Slides 4 and 5 “Nice First” & “Not So Nice”- guides to help out.
5. Ask for a follow up phone call if they say they want to investigate the incident.
6. If all else fails, you can report this incident to 311, if applicable, in the City of Toronto. Check your local city/town for by-law offices.
7. Reply back to the email (the original that was sent with the incident #) to [info@takeactioncanada.ca](mailto:info@takeactioncanada.ca) , “Done” or “Called” and if there was any feedback that you feel the group needs to know.

## **When you don't have to wear a face covering**

There are some situations when you do not need to wear a face covering.

You do not need medical documentation to support any of the exceptions below.

### **Children**

- Children do not have to wear a face covering indoors if they are younger than two years old.

### **Health and accommodations**

- You do not need to wear a face covering if you:
  - have a medical condition that inhibits your ability to wear a face covering
  - are unable to put on or remove your face covering without help from someone else
  - are receiving accommodations according to the Accessibility for Ontarians with Disabilities Act, 2005 or the Human Rights Code

### **Workplaces**

- You do not need to wear a face covering when you are working in an area that allows you to maintain a distance of at least 2 meters from anyone else while you are indoors.

### **Temporarily taking off your face covering**

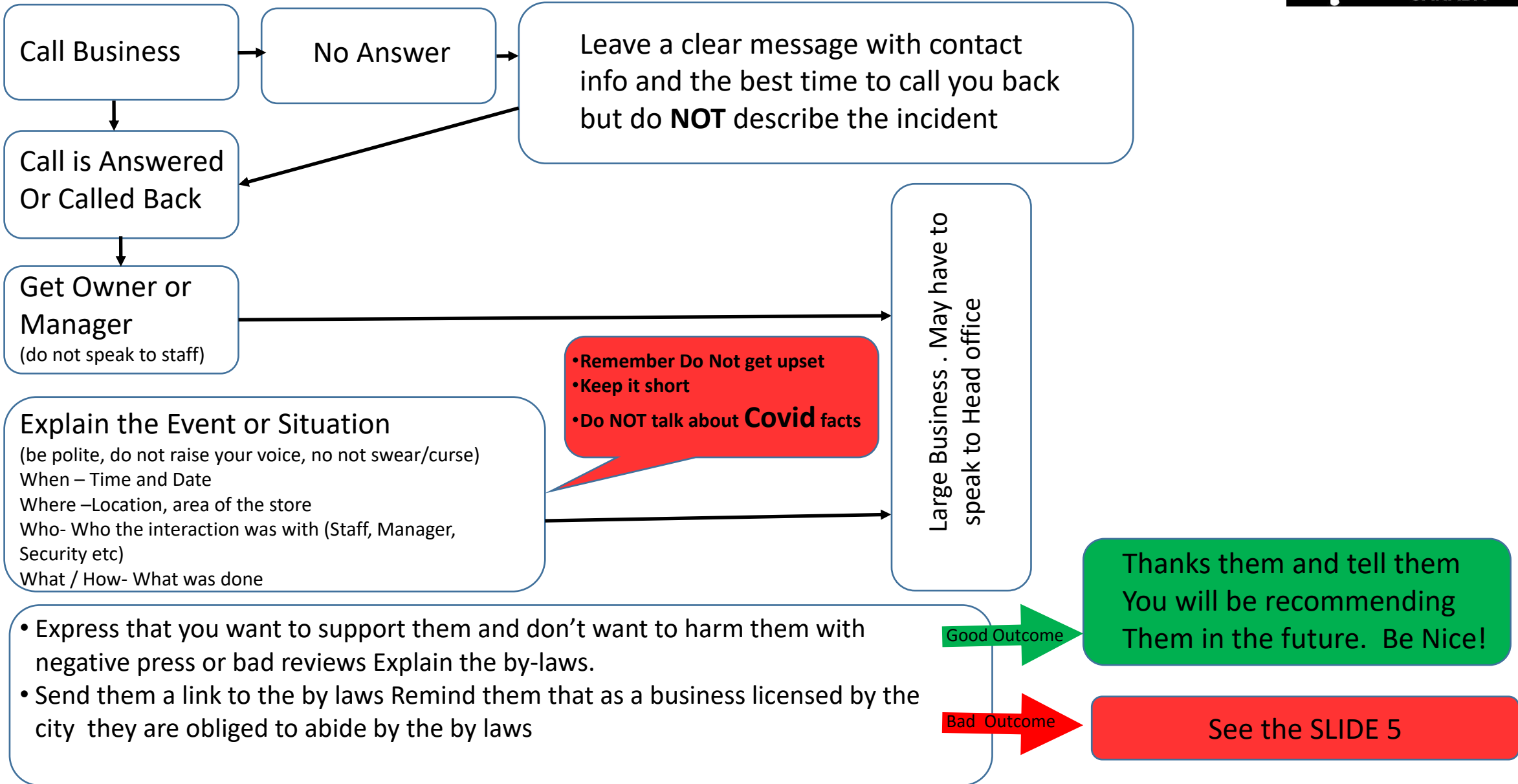
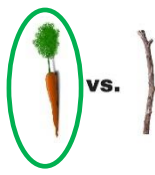
- You can take off your face covering temporarily:
  - to receive services that require you to take it off (for example, at the dentist, when receiving some personal care services such as facials, or when you have to verify your identity)
  - to engage in an athletic or fitness activity
  - to eat or drink
  - as necessary for health and safety purposes

<https://www.ontario.ca/page/face-coverings-and-face-masks#section-1>

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# Nice First – The Carrot



# Not So Nice – The Stick



Customer Rights Canada!

Do NOT Threaten  
Then on the phone or email!

**ACTION**

Post Event to  
CUSTOMER RIGHTS TELEGRAM GROUP  
<https://t.me/customerrightscanada>

**Explain the Event or Situation**

(be polite, do not raise your voice, no not swear/curse)

**When** – Time and Date

–Location, area of the store

**Who**- Who the interaction was with (Staff, Manager, Security etc)

**What / How**- What was done

**Who** should be contacted

**Links** to their web site AND Reviews

- Google
- Yelp
- Yellow Pages
- Better Business Bureau (BBB)

Tell them that the way that they have handled this is not Lawful and that they have forced you to take this to “the next level” Thank them for them time and move to **ACTION** !

Leave reviews at:

- Google
  - Yelp
  - Yellow Pages
  - Better Business Bureau (BBB)
- Be sure to Leave a 2 Star review,  
1 star reviews are heavily scrutinized as vindictive



Always write as much as you can

Use words like

- Poor customer service
- Staff were rude
- Staff were un attentive
- Prices were very high

**Do NOT MENTION COVID**

Call 311 (Toronto) or Local by-Law  
Enforcement office

**SUPPORTING OTHERS**

Call the store/Business and let them know that you heard customers are treated badly there and you won't be shopping there **(DO NOT MENTION COVID)**

If you have called to support another member leave a comment in Telegram

<https://t.me/customerrightscanada>

Leave a Review (see to the Left )