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**Randy Hillier, MPP**  
**Lanark-Frontenac-Kingston**

George Soleas  
President and CEO  
Liquor Control Board of Ontario  
4th Floor, 55 Lake Shore Blvd East  
Toronto, ON M5E 1A4

via email: [george.soleas@lcbo.com](mailto:george.soleas@lcbo.com)

16 July 2020

Dear Mr. Soleas;

It has come to my attention that a number of LCBO locations are acting ultra vires of the law on mandatory masking. I have received a number of complaints from the public and licensed vendors specifically about the LCBO location in Perth, Ontario.

As an Agency of the Government of Ontario, the LCBO has a fiduciary obligation to ensure that their employees are fully aware of the specifics, including the mandated exemptions in the local Health Unit's mandatory mask order.

For greater clarity, there are a number of citizens who due to a disability, either pulmonary disabilities, mental health, cardio-vascular disability, or PTSD (as a few examples), cannot wear a mask.

It violates our Charter Rights to deny someone with a disability access to services, especially those that are single source services provided by the Government of Ontario. At minimum, you have a duty to accommodate those who cannot wear masks, by following the mandatory mask orders issued and allowing someone unable to wear a mask to enter the store, to have staff assist in the shopping experience, or to offer some "curbside pick-up" alternative.

It is against the law for anyone, other than a health agent identified in the Personal Health Information Protection Act, to ask someone what health condition prevents them from wearing a mask.

Violating the directives provided in the mandatory mask order could result in the LCBO being subject in a Human Rights lawsuit or a Charter Rights lawsuit. I have made it clear to both local businesses in my riding, and to my constituents, that I will provide whatever assistance and aid I can to assist them in executing proceedings against any who have legitimate reason and cause to believe their Charter Right to be free from discrimination because of a disability was trampled upon.

In a time when compassion and understanding for the unique nature of every individual's health and well-being ought to be paramount, we are instead seeing people insulted, rejected, and vilified by agents of the LCBO.

I trust the LCBO will take the necessary steps to ensure all of their operators, managers and staff are acutely aware of the law, and the exemptions the law provides for. We are a nation of laws, and any agency of the government believes it can operate ultra vires of the law ought to be held accountable and dismantled.

Sincerely,

A handwritten signature in blue ink that reads "Randy Hillier". The signature is written in a cursive, flowing style.

Randy Hillier  
MPP for Lanark-Frontenac-Kingston

Copy: Hon. Rod Phillips, Minister of Finance [minister.fin@ontario.ca](mailto:minister.fin@ontario.ca)