

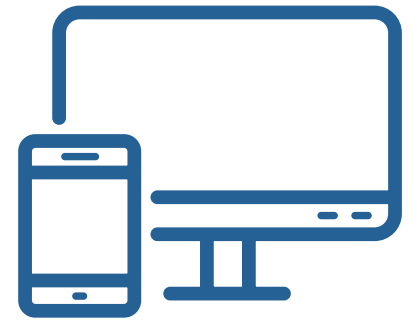
Non-essential Business Reopening During COVID-19 Guidance

Retail stores that have a public entrance door that opens onto a street or sidewalk and have measures in place to ensure physical distancing for customers and employees are allowed to reopen. At this time, retail stores located within indoor shopping malls are not allowed to reopen, since they lack a public entrance door opening onto a street or sidewalk.

It is important businesses adjust how they operate to prevent the spread of COVID-19. Implementing processes to ensure physical distancing are key.

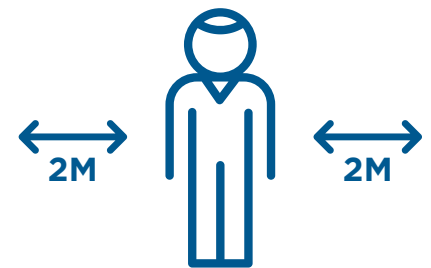
ADVICE FOR BUSINESSES

- To ensure physical distancing for customers and employees, stores should limit the number of customers in the store at any one time
- Stores may book appointments to ensure customers are able to conveniently enter the store in future
- Provide online ordering, delivery or curb side pick-up to reduce need for customers to enter your premises
- Train everyone on how to keep their work surfaces, order screens, debit machines, cash registers, and equipment clean
- Train employees to protect themselves and others by frequently washing or sanitizing hands, and not touching their face
- Provide hand sanitizer for visitors to use upon entry as well as wiping handles on shopping carts and hand baskets after every use, where possible
- Advise customers not to use their own containers, reusable bags or boxes
- Screen workers regularly for COVID-19 symptoms and implement procedures for reporting the illness and keeping the worker away from others



PHYSICAL DISTANCING

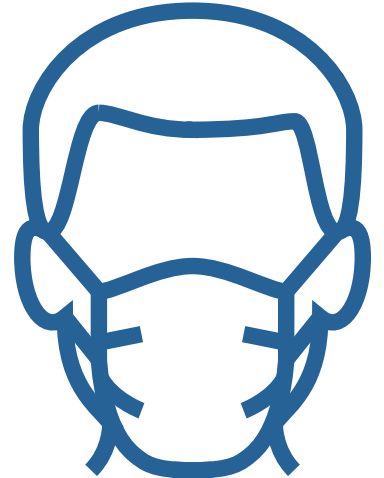
- Place multiple signs near entrances about the physical distancing methods being used and instruct customers how to exercise physical distancing at the store
- Have someone in place to direct customers
- Set up queue lines at entrances with cones or ropes that also respect pedestrians' right to use the sidewalk
- Place markers (tape or cones) every two metres to act as distancing cues
- Open in-store by appointment and/or by limiting the number of people in the stores at any one time
- Retailers must restrict the number of customers per square metre – for example, one customer per four square metres (43 square feet) – to ensure physical distancing of two metres at all times
- Only fitting rooms with doors can be used, not curtains, to facilitate disinfecting
- Retailers must restrict use to every second fitting room at any one time to allow for cleaning after use and ensure physical distancing
- For in-person payments, have cashiers step back from customers if the card reader cannot be relocated two metres away from cashier
- If the queue outside the store gets too long to manage, retailers should offer ways to have customers queue digitally and leave their contact information, or book an appointment to enter the store on a future occasion



Non-essential Business Reopening During COVID-19 Guidance

GENERAL INFORMATION

- No sidewalk sales or displays of goods are permitted on the sidewalk at this time
- Post signage advising at-risk customers (i.e. symptoms, recent travel, exposure to someone with COVID-19) to return home and self-isolate
- Encourage employees and customers to wear face coverings (i.e. non-medical masks or cloth masks)
- Encourage no-contact payment (credit, debit) instead of cash
- Workers should wash or sanitize their hands regularly and each time they handle cash or payment machines



CURBTO ZONES

To help support physical distancing outside of businesses, the City is offering two programs:

- Temporary Parking Pick-up Zones
- Curb Lane Pedestrian Zones

Businesses can apply and learn more about eligibility criteria and program guidelines at toronto.ca/covid19BusinessTO.

The City is also assisting with signage for temporary zones. Temporary parking pick-up zone and curb lane pedestrian zone signage can be requested by filling out the survey at <https://s.cotsurvey.chkmt.com/?e=194610&h=B61B26792102E70&l=en>.

ADDITIONAL RESOURCES

Toronto Public Health's COVID-19 Guidance for Workplaces/Business and Employers provides guidance on a number of other public health measures to reopen retail stores, such as performing environmental cleaning and disinfecting, emphasizing respiratory etiquette such as coughing or sneezing into a tissue or elbow and hand hygiene and screening employees. The document is available online at https://www.toronto.ca/wp-content/uploads/2020/03/9538-Fact-Sheet-for-Workplaces-Non-Healthcare_final.pdf.

More information for business owners can be found on the City of Toronto website at <https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/community-settings-workplaces/>.