

COVID-19

Reopening guidance for the food service sector

07 August 2020

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Questions?

COVID-19

**Feel free to reach out to the BusinessTO Support
Centre to get one-on-one virtual support**

[TORONTO.CA/COVID19](https://toronto.ca/covid19)

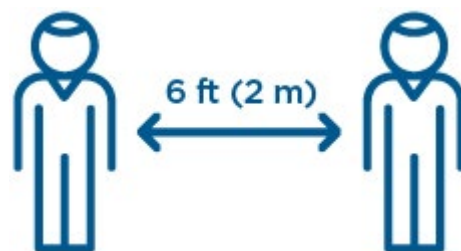
Introduction

COVID-19

What to expect

This webinar will:

- Give an overview of government guidance specific to the food service industry.
- Follow Toronto Public Health's framework for risk assessment and infection control.
- Help you think about what control measures might work best for your business.



This webinar will not:

- Provide specific, tactical measures for your specific business situation.
- Provide legal advice.
- Replace advice given by public health authorities.

When can I reopen?

Follow provincial information.

- You may reopen for both indoor and outdoor dining.
- The Government of Ontario, not the City of Toronto, decides which businesses can open.
 - Food service businesses can reopen for outdoor dining during Stage 2 and indoor dining during Stage 3. For the latest information on what this means, please check [*Reopening Ontario in stages*](#).
 - The City of Toronto is in Stage 3 at the moment. For the latest information, please check [*Reopening Ontario in stages: A regional approach to reopening*](#).

How COVID-19 spreads



Mainly spreads from close contact with an infected person when they cough, sneeze, or talk.



The virus can land on surfaces and survive for hours, but does not spread easily this way.

Infection control

COVID-19

Assessing risk

Think about:

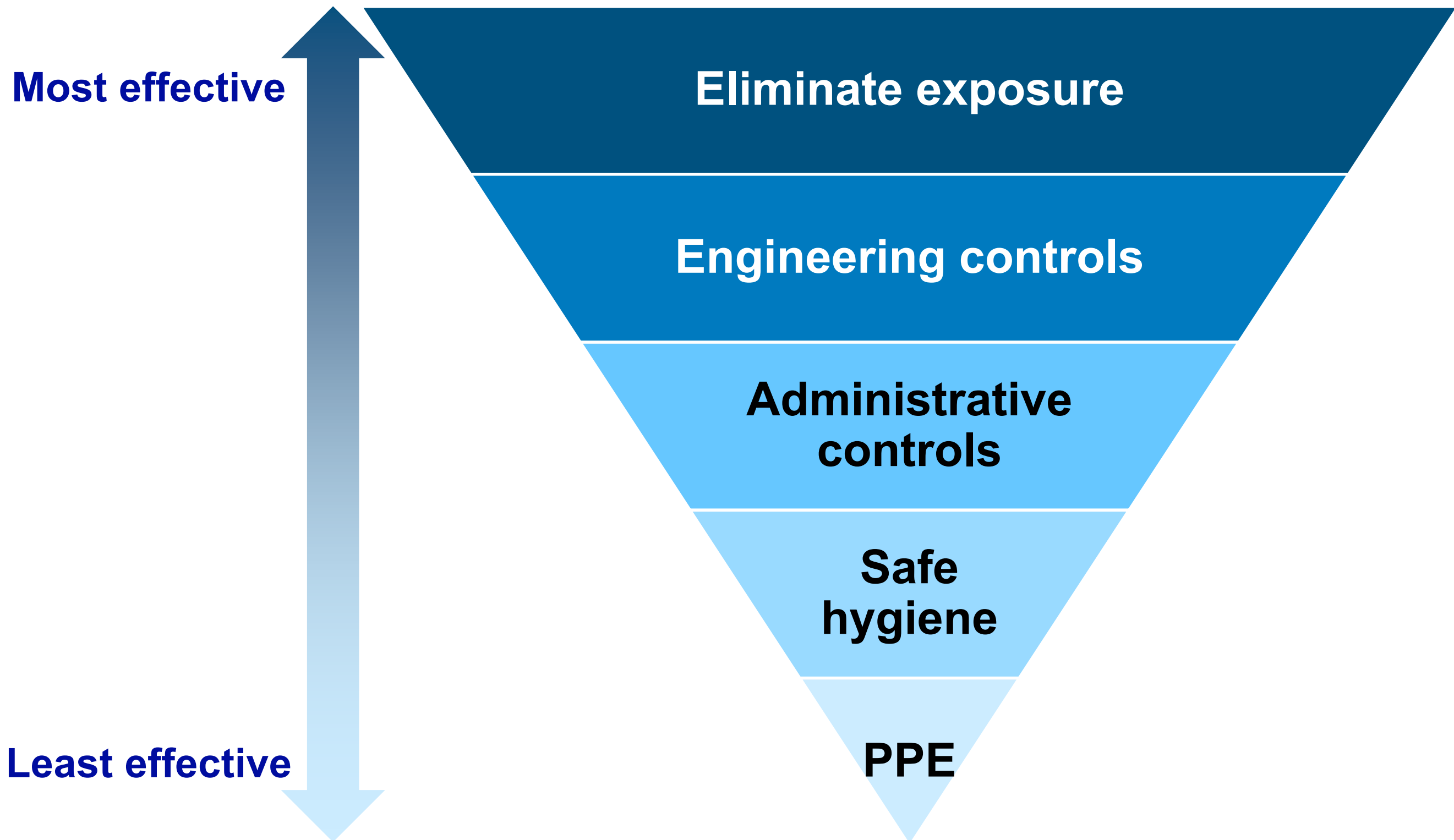
- How COVID-19 spreads
- How your business operates

Write down:

- All operational scenarios
- How infection might happen

Example scenarios	Example risk notes
Customers entering premises	Will touch door handles or buttons. May pass close to other customers or staff. May wait to be served close to other customers or staff.
Servers delivering food	Will touch plates from kitchen staff. Will touch cutlery, condiments, <i>etc.</i> Will get close to customers being served. May pass close to other customers or staff. May touch kitchen doors. May touch food items.

Hierarchy of controls



Eliminate exposure

Change models to eliminate contact between people.

- For dine-in services:
 - You cannot eliminate all exposure.
 - Focus on engineering and administrative controls.
 - Use hygiene and PPE controls to reduce exposure.
- For delivery and pick-up services:
 - You can eliminate most exposure.
 - Focus on engineering and administrative controls.
 - Use hygiene and PPE controls to reduce exposure.
 - Have customers order and pay online or by telephone, call on arrival to collect, and stay in their vehicle or wait outside for food to be brought to them. Maintain distance while delivering; put food down and step back.

Curbside pick-up

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Image source: Annette Barr for Shaw Media

Engineering controls

Modify the workplace to reduce contact.

- Change floor layouts (staff and customer areas):
 - 2 metres of separation or physical barriers between people.
 - No more than 100 people indoors and 10 people per table.
 - Encourage outdoor dining if possible (see [CaféTO](#)).
 - Remove furniture from serving areas and walkways.
 - Remove waiting areas and separate waiting customers.
 - Stagger kitchen workstations.
 - Add floor signage and arrows to keep people apart.
 - Remove buffets and self-serve areas.
- Install physical barriers where possible, e.g. around host areas, between booths/seats, on communal/large tables, at drive-thru windows, *etc.*
- Remove shared items like condiments.

Floor markings



Image source: Justin Tallis for AFP via Getty Images

Reduced capacity



Image source: Tyrone Siu for Reuters

Physical barriers



Image source: Jorge Silva for Reuters

Getting creative



Image source: Chalinee Thirasupa for Reuters

Administrative controls

Modify policies and practices to reduce contact.

- For customers:
 - Consider a reservations-only business model.
 - Promote contactless/online payments, delivery, and pick-up.
 - Use single-use, online, or board menus, or sanitize between uses.
 - Do not pre-set tables or accept re-usable containers.
 - Record a name, contact information, date, and check-in/out time.
- For staff:
 - Train all staff on COVID-19 and infection control. Set flexible sick policies.
 - Active screening for COVID-19 symptoms is critical and required.
 - Assign someone to lead infection control.
 - Do not let staff congregate (e.g. break rooms). Stagger shifts/breaks.
 - Post signs with public health messaging.

Screening and tracing



Image source: Sanjeev Verma for HT Photo

Safe hygiene practices

Reduce virus spread with improved hygiene.

- Clean and sanitize high-touch surfaces frequently, e.g. food contact surfaces, hand contact areas, door handles, switches, table tops, chairs, sneeze guards, restrooms, taps, utensil, and dispensers.
- Clean and sanitize shared equipment such as credit card machines and cash registers after each use.
- Tables must be cleaned and sanitized between sittings.
- Supply dispensers for hand sanitizer (70-90 % alcohol concentration) to staff and customers.
- Wash hands frequently and do not touch your face.
- Open doors and windows to increase fresh air circulation.
- Maintain cleaning and sanitation logs.

Advanced disinfection



Image source: Josie Norris for the San Antonio Express-News

Personal protective equipment

PPE may be used if distance cannot be maintained.

- The use of non-medical masks or face coverings in all indoor public spaces is required. Customers may only remove masks in order to eat or drink.
- Ensure staff have access to PPE as needed:
 - Train staff in proper use of gloves and masks.
 - Gloves are not essential, but, if used, must be changed frequently and hands washed between uses.
 - In some cases, gloves can be an entanglement hazard and should not be worn. Check your workplace before requiring their use.
 - Face shields can be sanitized and re-used, but should not be shared.
Face shields are not a substitute for masks; they do different things.

Protecting staff and customers

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Image source: Italian by Night

Water systems

Stagnant water is a serious health hazard.

- You are responsible for water safety in your business.
- If your building has been closed, water in pipes and equipment will have become stagnant. This can lead to:
 - Microbial growth (*Legionella*, mycobacteria, etc.).
 - Lead or copper leaching into the water from pipes.
 - Disinfectants reacting to form harmful by-products.
- Flush and disinfect water systems before re-opening.
- Follow guidance from public health authorities and the Canadian Water and Wastewater Association:
 - [Link: COVID-19 and the reopening of buildings](#)

Food trucks

Additional considerations for mobile food premises.

- Operators are responsible for ensuring that physical distancing is maintained by customers at all times.
- Separate employee tasks to maintain distance between workers.
- Implement online/telephone ordering and contactless payment.
- Food should be for takeaway only; no seating or eating nearby.
- After placing an order, encourage customers to wait at a distance until their food is ready to be picked up. Leave orders on the counter or set up a side table for the customer to pick it up without contact.
- Do not provide squeeze bottles or open communal containers.
- Provide individually wrapped/pre-packaged disposable utensils.
- Do not provide food samples.

Separating food truck roles

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Image source: Gene Johnson, AP

New by-laws

The following by-laws are new for 2020 and apply to you.

- [By-law 541-2020](#)
 - Masks or face coverings are required in indoor public spaces.
 - You must adopt a policy stating that nobody can enter your premises without wearing a mask or face covering.
 - Post required signage.
 - You may not require proof of exemption.
- [By-law 665-2020](#)
 - Reducing the risk from establishments serving food and drink.
 - Everyone must be seated and maintain 2 metres of separation.
 - No more than 100 people indoors and 10 people per table.
 - Maintain staff and customer logs for contact tracing.
 - Post required signage.

City of Toronto programs

COVID-19

BusinessTO newsletter

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To help local businesses navigate COVID-19, the City has launched BusinessTO and CultureTO newsletters.

Sign up to receive weekly and bi-weekly newsletters on resources and supports available for Toronto businesses and the arts and culture sector.

[Link: Subscribe to the BusinessTO or CultureTO newsletters](#)

BusinessTO Support Centre

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The BusinessTO Support Centre provides one-on-one virtual support to help businesses complete applications for Government of Canada COVID-19 funding programs and get general business advice.

[Link: BusinessTO Support Centre](#)



The CaféTO program aims to provide more outdoor dining areas to help restaurants and bars create physical distancing for patrons on patios during the summer months.

The City will identify space in the public right-of-way and look at ways to expedite the current application and permitting process for sidewalk cafés and parklets.

[Link: City of Toronto CaféTO](#)



To help businesses that are open support physical distancing outside and inside their buildings while also accommodating increased demand for delivery and pickup services, the City is offering two programs: Temporary Parking Pick-up Zones and Curb Lane Pedestrian Zones.

[Link: City of Toronto CurbTO](#)

Noise by-law



All retail businesses are exempt from the City of Toronto Noise By-law to facilitate after-hours deliveries. This exemption will ensure that retailers can receive deliveries 24 hours a day, seven days a week, to ensure essential goods remain in stock.

[Link: City of Toronto COVID-19 resources](#)



shopHERE is a new initiative launched to help Toronto's independent businesses set up their online stores with the help of volunteer web developers, business students and corporate partners. The free program provides businesses one-on-one support with building an online store to start selling their goods and services right away.

[Link: shopHERE](#)

[Link: RitualONE](#)



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Appendices

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A: Signage

Canada 

- Government of Canada:
 - [Coronavirus disease \(COVID-19\): Awareness resources](#)

Ontario 

- Government of Ontario:
 - [Resources to prevent COVID-19 in the workplace](#)

- Toronto Public Health:
 - [Collection of information notification](#)
 - [COVID-19: Spread the word](#)
 - [DineSafe restaurant reopening poster](#)
 - [Mandatory mask or face covering poster](#)
 - [Retail entrances poster](#)
 - [Staff screening questionnaire](#)

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B: Government guidance (1)

Canada 

- Government of Canada
 - [Advice for essential retailers during COVID-19 pandemic](#)
 - [Preventing COVID-19 in the workplace](#)
 - [Risk mitigation tool for workplaces/businesses operating during the COVID-19 pandemic](#)


Canadian Centre for Occupational Health and Safety

- Canadian Centre for Occupational Health and Safety
 - [Reopening for business](#)
 - [Restaurants and food services](#)

Ontario 

- Government of Ontario
 - [COVID-19 guidance: Essential workplaces](#)
 - [COVID-19 \(coronavirus\) and workplace health and safety](#)
 - [Restaurant and food services health and safety during COVID-19](#)

B: Government guidance (2)



- Public Health Ontario

- [Cleaning and disinfection for public settings](#)

- Workplace (IHSA, PSHSA, WSPS) guidance for:

- [Cashiers](#)

- [Curbside pickup and delivery services](#)

- [Handling and receiving packages](#)

- [Maintenance and facilities maintenance employees](#)

- [Office administration and secretarial staff](#)

- [Retail general labour](#)

- [Restaurant servers, cooks and dishwashers](#)

- [Tourism and hospitality](#)



B: Government guidance (3)

- Toronto Public Health:
 - [COVID-19 guidance: Food premises](#)
 - [COVID-19 guidance for employers, workplaces, and businesses](#)
 - [COVID-19 guidance for mobile food premises](#)
 - [COVID-19 guidelines for re-opening your restaurant](#)
 - [Four step public health planning guide for reopening Toronto businesses and workplaces during the COVID-19 pandemic](#)
 - [Planning guide for businesses](#)
 - [Strategies for community partners to practice physical distancing and reduce the spread of COVID-19](#)



C: Industry guidance



- Restaurants Canada
 - [COVID-19 rapid recovery guide](#)
- Ontario Restaurant Hotel and Motel Association
 - [DineSafe: A resource site for reopening and creating guest confidence and comfort](#)



D: Other guidance



- AU Restaurant and Catering Australia

- [Coronavirus information hub](#)



- GB UKHospitality

- [Coronavirus advice for the hospitality industry](#)



- NZ Restaurant Association of New Zealand

- [Coronavirus resources](#)



- US American Industrial Hygiene Association

- [Back to work safely](#)



- US Centers for Disease Control and Prevention

- [Considerations for restaurants and bars](#)



- US National Restaurant Association

- [Reopening and recovery](#)

Thank you

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