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ECONOMIC DEVELOPMENT  
AND CULTURE

HELPING  
TORONTO  
THRIVE AND  
GROW

**COVID-19**

# Re-opening guidance for the retail sector

May 2020

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# Agenda

- Introduction – Where do I start?
- Awareness- Signage and Screening
- Physical Distancing
- Administrative & Operational Controls
- Sanitation and Hygiene
- Personal Protective Equipment (PPE) Guidelines
- City of Toronto programs:
  - CurbTO
  - Digital Main Street
  - ShopHERE

# Introduction

**COVID-19**

# Where do I start?

## Webinar designed to

Be an outline of the recommendations made by Toronto Public Health, supported by other government released guidelines to help businesses think about what might be important for their particular operations(s).

## Webinar NOT designed to

Provide tactical advice on how to implement each potential guideline.

It is also not designed to provide legal advice on practices businesses should follow

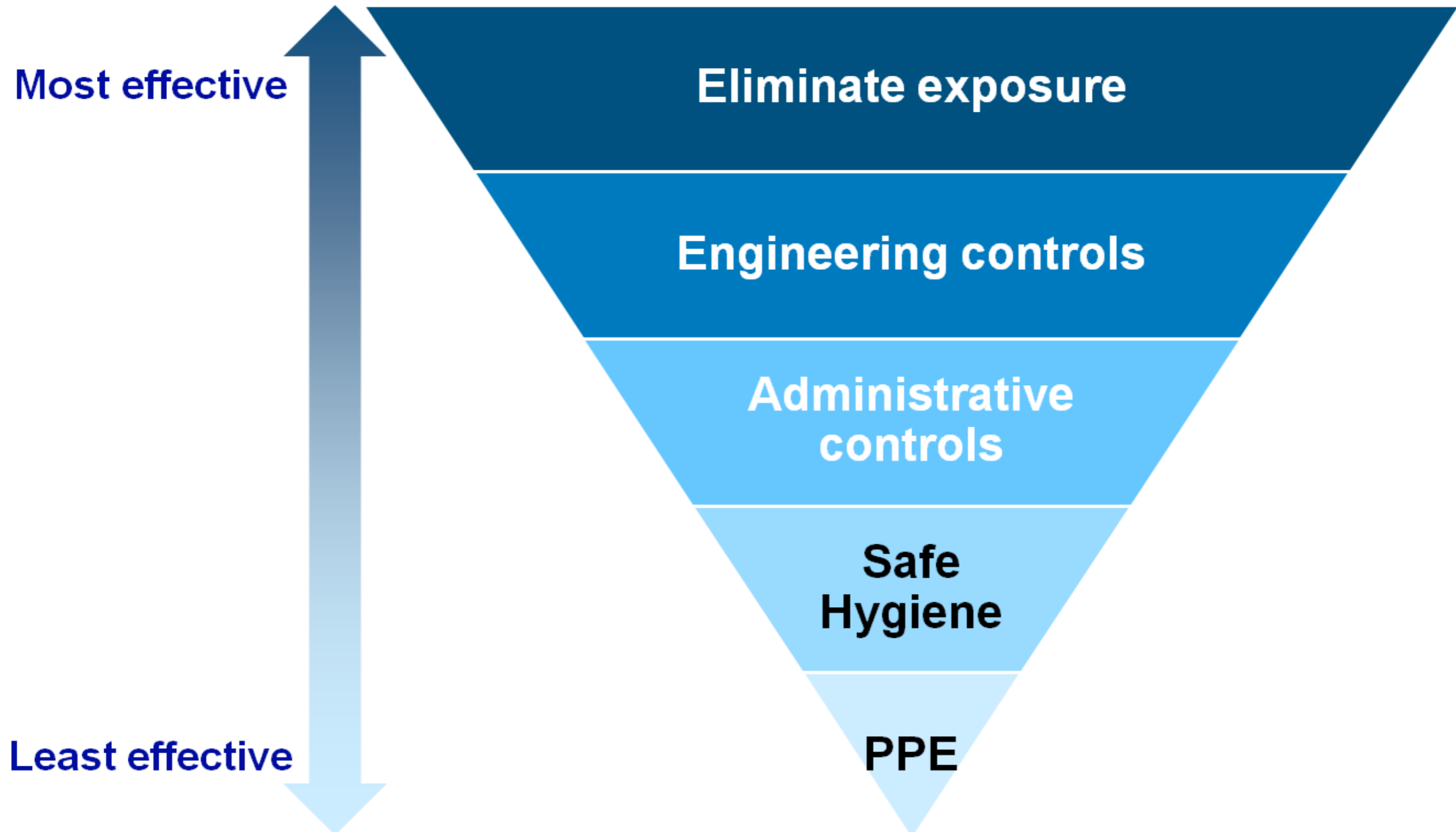
# Where do I start?



- Now that physical distancing measures have started to achieve a sufficient reduction in COVID-19 transmission rates, the province has started to authorize a gradual resumption of work activities.
- The City has heard from companies that they will need guidance and an understanding of what measures they can take to enable them to reopen operations.
- Our recommendation: **PLAN, PLAN, PLAN**

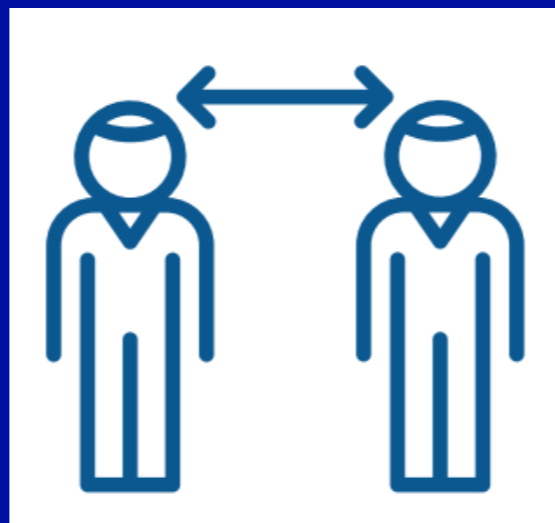
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# Where do I start?



# Physical distancing

COVID-19



# Physical distancing

- Crowd Control:
  - Employees should keep 2 metres/6 feet from other staff and customers
  - A non medical face mask or covering can be used if you are unable to maintain a two metres/six feet distance from others
  - Reduce contact between staff – staggered shifts/break times, rotating work activities
  - Adjust seating in break rooms and common areas
  - Install barriers & use tap features at checkout instead of cash
  - Restrict interaction between employees and outside visitors/delivery drivers; contactless receiving





# Administrative/operational controls

COVID-19

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# COVID-19 planning – Administrative controls

## Do you have a policy for employee attendance?

Some considerations to think through:

- Are teleworking options available?
- Can you stagger shifts or offer flexible work hours and schedules?
- Have you established criteria for returning to work?
- Are your policies flexible enough so that employees can stay home to care for a sick family member or self-isolate?
- Should you be flexible about needing a doctors note?

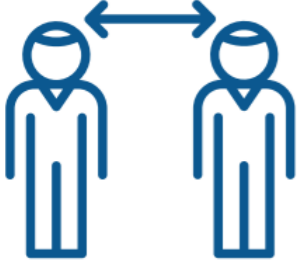
Provide education and training to staff

# COVID-19 awareness – signage & screening

**COVID-19**  
Novel Coronavirus

Help stop the spread of COVID-19.


**Please keep your physical distance**



- Physical distancing means keeping 2 metres apart from others






Residents are reminded to use credible, evidence-based sources of information about this new coronavirus. Toronto Public Health's website is updated regularly as new information becomes available to help keep residents informed about COVID-19.


Visit [toronto.ca/covid19](https://toronto.ca/covid19)





**STOP COVID-19**  
NOVEL CORONAVIRUS


Do you have any of the following:

 Fever	 Cough	 Shortness of breath
 Sore throat	 Runny nose	 Feeling unwell

 Have you been in close contact with someone who is sick or has confirmed COVID-19 in the past 14 days?

 Have you returned from travel outside Canada in the past 14 days?







 **If you answered YES to any of these questions, go home & self-isolate right away. Call Telehealth or your health care provider.**

TORONTO.CA/COVID19 

**COVID-19 NOVEL CORONAVIRUS**  
Please complete the following questions before beginning your work today.

Name: \_\_\_\_\_  
Date: \_\_\_\_\_ Time: \_\_\_\_\_


Do you have any of the following:

Yes <input type="checkbox"/> No <input type="checkbox"/>  Fever	Yes <input type="checkbox"/> No <input type="checkbox"/>  Cough	Yes <input type="checkbox"/> No <input type="checkbox"/>  Shortness of breath
Yes <input type="checkbox"/> No <input type="checkbox"/>  Sore throat	Yes <input type="checkbox"/> No <input type="checkbox"/>  Runny nose	Yes <input type="checkbox"/> No <input type="checkbox"/>  Feeling unwell

Yes   
No  Have you been in close contact with someone who is sick or has confirmed COVID-19 in the past 14 days?

Yes   
No  Have you returned from travel outside Canada in the past 14 days?

**If you answered YES to any of these questions, go home & self-isolate right away. Call Telehealth or your health care provider.**

TORONTO.CA/COVID19 

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# COVID-19 planning – Operational controls

Some considerations to think through:

- Based on your space, determine the maximum number of people allowed in the store - to maintain a 2 metre distance
- Think about displaying clear signs in multiple locations that indicate the maximum # of customers and staff allowed in the store at any given time
- If space is tight, consider making aisles one-way
- If possible, offer dedicated shopping hours for seniors, people with disabilities, and other customers who may need more time to navigate your store or who are more vulnerable to COVID-19

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# COVID-19 planning – operational controls

Some cashier controls:

- Consider using high contrasting coloured and tactile markers to provide visual distance guides
- Remove non-essential items from the counter to reduce disinfecting items
- Do not let customers use their own containers, reusable bags, or boxes.
- Use contactless payments such as debit or credit, e-transfers, a digital wallet such as Apple Pay or Google Pay, etc – have customers swipe themselves.
- Clean commonly touched or used surfaces more frequently (e.g., conveyor belts, PIN pads, cash drawers, keyboards, touchscreens, sneeze guards, countertops, bagging stations).

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# COVID-19 planning – operational controls

Some curbside pick-up controls:

- Have customers order and pay online or by telephone
- Set out a vehicle pick-up area and use clear markers to show customers where it is.
- After a pick-up, employees must sanitize their hands and any surfaces.
- Consider cleaning all commonly touched surfaces (e.g. steering wheels, debit machines, carts, dollies, lifts, etc.) more frequently

# Sanitation and hygiene

**COVID-19**

# Sanitation



- Clean and disinfect high-touch surfaces frequently
  - Door handles, automated door opener buttons, counters, cabinet doors, elevator buttons, light switches, faucets, toilet handles, hand rails, grab bars, touch screen surfaces and keypads
- Common areas should have soap, hand sanitizer and/or disinfectant wipes
- Use only disinfectants that have a Drug Identification Number (DIN)



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# Hygiene



- Frequent handwashing (or using an alcohol-based 70% hand sanitizer)
- Avoid touching your eyes, nose and mouth
- Cough or sneeze into the bend of your arm
- Place hand sanitizer near high-traffic areas (entrance and exit doors) and near high-touch surfaces (pay stations)
- Staff and public washrooms should be well stocked with soap and paper towels

## Some PPE guidelines

### Use personal protective equipment (PPE) if close contact is unavoidable.



- **Gloves.** Disposable gloves can help limit contact with surfaces, product, etc. Have practices set up for disposal and when gloves should be changed.
- **Goggles or face shields.** These should be assigned to individuals and not shared, and can be reused regularly if kept clean. Ensure the goggle or face shield use does not result in workers touching their faces more often because of heat or discomfort.
- **Non-medical masks or face coverings.** These should be assigned to individuals and not shared, and some can be reused regularly if laundered.

# City of Toronto programs

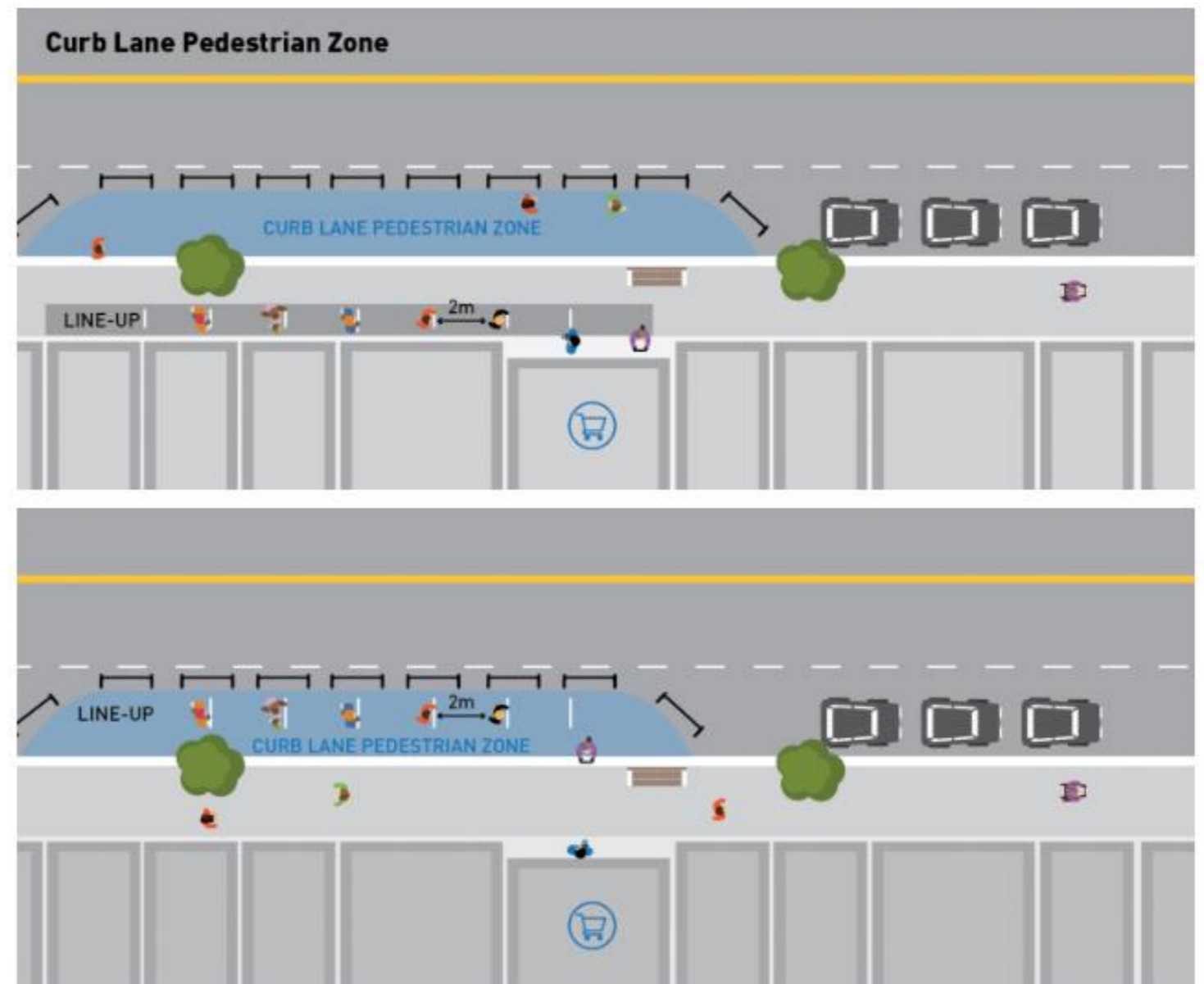
**COVID-19**

# City programs

## CurbTO

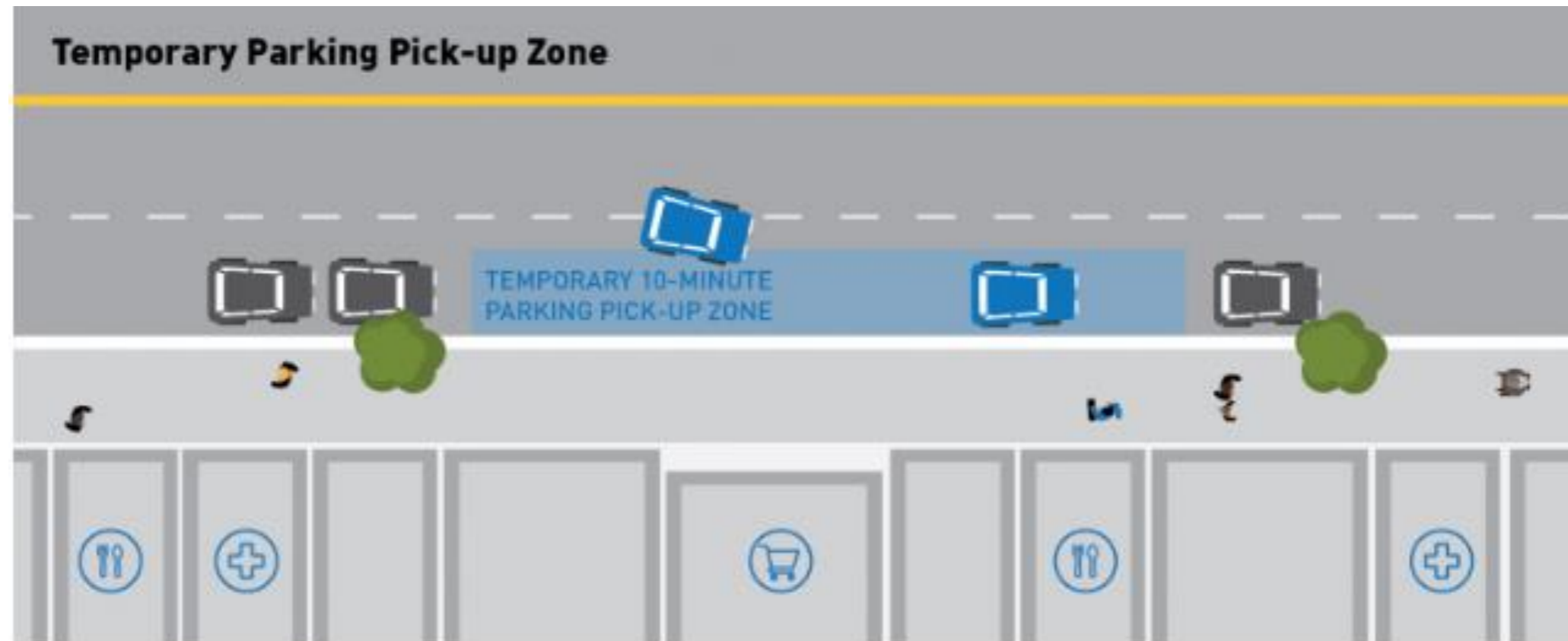
### Request for a Temporary Curb Lane Pedestrian Zone

Will increase space for pedestrians trying to get around lineups outside essential businesses and other pinch points



## CurbTO

### Request for a Temporary Parking Pick-up Zone



Provides an opportunity for drivers and delivery agents to expedite medicine and food pick-ups by allowing them to park for up to 10 minutes in close proximity to the desired essential business in otherwise restricted parking areas

## Digital Main Street

Helping Main Street Go Digital



### HERE IS HOW IT WORKS



Digital Main Street is supported by



## City programs

# ShopHERE



- Provides Toronto businesses a quick, easy and no-cost way to get selling online right away, and provides hands on support

### Criteria to determine eligibility

- It is a registered business.
- It has a commercial location or is home-based.
- It has fewer than ten employees or fewer than 25 employees if a restaurant or bar.
- It is not a corporate chain or franchise.
- Or be an artist.

Have 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)



**Thank you**

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# Appendix A – signage sources

## **Federal signage:**

- [Link: COVID-19 awareness resources](#)
- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/awareness-resources.html>

## **Provincial signage:**

- [Link: Preventing COVID-19 in the workplace](#)
- <https://www.ontario.ca/page/resources-prevent-covid-19-workplace>

## **City of Toronto signage:**

- [Link: Protect yourselves and others in community settings and the workplace](#)
- <https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/community-settings-workplaces/>

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# Appendix B – general workplace guidelines

## Federal resources:

- [Link: Informed decision-making for workplaces and businesses](#)
- <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/risk-informed-decision-making-workplaces-businesses-covid-19-pandemic.html>

## Provincial Return-To-Business Checklist:

- [Link: Return to business checklist](#)
- <https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/Pandemic-Recovery-Return-to-Business-Checklist.pdf>
- [Link: Prevent COVID-19 in the workplace](#)
- <https://www.ontario.ca/page/resources-prevent-covid-19-workplace#section-2>

## Municipal resources:

- [Link: BusinessTO](#)
- <https://www.toronto.ca/covid19BusinessTO/>

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# Appendix C – general retail guidelines

## Federal resources:

- [Link: Advice for essential retailers](#)
- [Link: Advice for employees](#)

## Provincial resources:

- [Link: Customer service health and safety guidance](#)
- [Link: Food retail health and safety guidance](#)
- [Link: Garden centre health and safety guidance](#)
- [Link: Meat and grocery health and safety guidance](#)
- [Link: Retail health and safety guidance](#)
- [Link: Retail employee health and safety guidance](#)
- [Link: Sales health and safety guidance](#)

## Resources from the Retail Council of Canada:

- [Link: Retail recovery checklist](#)
- [Link: Retail recovery playbook](#)

## Resources from the Retail Industry Leaders Association:

- [Link: ShopSafe](#)

**Although American, a very good resource we found informative -**

**American Industrial Hygiene Association (Occupational Health professionals**

- [Link: Reopening guidance](#)

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# Appendix D – general cashier / curbside pick up / deliveries guidelines

## Cashier Resources

### Provincial:

- [Link: COVID-19 health and safety guidance](#)
- <https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-cashiers-health-and-safety-guidance.pdf>

## Curbside Pick up Resources:

### Provincial :

- [Link: COVID-19 delivery service guidance](#)
- <https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-delivery-service-health-and-safety-guidance.pdf>

### Municipal :

- [Link: CurbTO](#)
- <https://www.toronto.ca/covid19BusinessTO/> (CurbTO)

## Resources to support Deliveries:

### Provincial:

- [Link: COVID-19 delivery service guidance](#)
- <https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-delivery-service-health-and-safety-guidance.pdf>

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# Appendix E – sourcing PPE

To support business-owners, workers and economic recovery, the Government of Ontario has launched a website to provide businesses with information on personal protective equipment (PPE) suppliers. The [Workplace PPE Supplier Directory](https://covid-19.ontario.ca/workplace-ppe-supplier-directory#no-back) has an up-to-date list of Ontario companies and business associations that are ready to supply personal protective equipment.

- [Link: Workplace PPE supplier directory](https://covid-19.ontario.ca/workplace-ppe-supplier-directory#no-back)
- <https://covid-19.ontario.ca/workplace-ppe-supplier-directory#no-back>