

COVID-19 Guidance for Drive-in & Drive-through Events

The following guidance is intended to help organizers and staff plan drive-in and drive-through events while reducing the spread of COVID-19. It describes the requirements operators must comply with under the [Reopening Ontario Act](#).

The aim and purpose of this document is to assist individuals and businesses with information related to the Ontario Government's reopening framework as well as Toronto Public Health requirements to reduce the spread of COVID-19. It is important to know that breaches of some of these directions will constitute offences under provincial regulations or other public health legal requirements. While we aim to provide relevant and timely information, no guarantee can be given as to the accuracy or completeness of any information provided. This guidance is not intended to nor does it provide legal advice and should not be relied upon or treated as legal advice. Users seeking legal advice should consult with a qualified legal professional.

Drive-in and drive-through event/venue organizers are responsible for reducing the risk of infection among all those who participate in their activities (e.g. staff, volunteers, patrons).

Measures for All Workplaces, Organizations & Businesses

Review the [Guidance for Employers on Preventing COVID-19 in the Workplace](#) to plan and implement protocols to keep staff and patrons safe. Operators must also consider the following:

- **Cleaning and disinfection**
 - Washrooms must be cleaned and disinfected as frequently as is necessary to maintain a sanitary environment.

Safety plan

All businesses that are open must prepare a safety plan. This safety plan must:

- Describe measures/procedures that have been or will be implemented in the business, place, facility or establishment to reduce spread of COVID-19.
- Include measures for screening, physical distancing, masks, cleaning and disinfecting of surfaces and objects, wearing of personal protective equipment (PPE), and preventing and controlling crowding.
- Drive-in/through events shall also include information as to how the business, place or event will,
 - prevent gatherings and crowds in the business or place or at the event;

Revised July 16, 2021

- ensure that physical distancing and wearing of masks in lines as applicable is complied with in the business or place or at the event; and
 - mitigate the risk of any interactive activities, exhibits or games that may be included in the business or place or at the event.
 - Be in writing and made available to any person for review on request.
 - Be posted in a visible place to come to the attention of those working or attending the location.
- Use the [COVID-19 Safety Plan Checklist](#) to develop your safety plan.

Physical distancing

The driver of a motor vehicle must ensure that it is positioned at least two metres away from other motor vehicles. Plan and modify the layout of the event/venue to ensure enough space is provided accordingly.

- Calculate the maximum number of cars permitted to ensure at least two metres between them. Limit the number of cars permitted into the venue based on this calculation.
- Direct patrons where to park to ensure they are separated by a minimum of two metres.
- Encourage people to remain in their vehicles except for purchasing admission, using the washroom or in an emergency.
- Monitor and manage patron lines:
 - Operators are required to ensure patrons keep two metres apart.
 - Place visual markers/cues spaced two metres apart (e.g. tape on the floor/ground, pylons, signs) to encourage physical distancing and guide patrons waiting in line.
 - Design a directional flow that encourages one-way movement with prominent signage and/or ground/floor markings.
 - In line-ups, masks are required indoors and recommended outdoors.
- Post [physical distancing](#) signs in highly visible areas.
- Sharing or passing of items between vehicles is not recommended.

Use of face masks/coverings

- The use of masks or face coverings is required in all indoor public spaces (e.g. washrooms), as per a City of Toronto [bylaw](#) and [provincial regulations](#).
- Operators **must develop a policy** on the wearing of masks. Use this [checklist and sample policy](#).
- Appropriate personal protective equipment that covers the eyes, nose and mouth must be worn if, while providing service in an indoor area, the person:
 - is required to come within two metres of another person who is not wearing a mask or face covering; and

Revised July 16, 2021

- is not separated from that person by plexiglass or some other impermeable barrier.
- Masks are strongly recommended when physical distancing cannot be maintained outdoors.
- Train staff on the [proper use](#) of masks, including how to safely put on and take off a mask.
- Masks do not replace the need for physical distancing, hand washing, and staying home when sick.

Live Entertainment

- Performers must maintain a physical distance of at least two metres from any spectators or be separated from any spectators by plexiglass or some other impermeable barrier.

Food and Drink

- Indoor dining at food service establishments is now permitted with restrictions. Food may also be sold or served outdoors, or as take-out, drive-through or delivery.
- Vendors engaged in onsite food/beverage preparation in temporary establishments (e.g. tents/booths) at special events must comply with [O. Reg. 493/17: Food Premises](#); including, but not limited to: the provision of a handwashing station for food handlers which is adequately supplied with hot and cold running water, an enclosed waste collection tank, liquid soap in a dispenser and paper towels.
- See [Guidance for Food Premises](#) for more information.

Ticket and Concession Kiosks/Booths

- Encourage online or telephone ticket purchases to minimize line-ups at the ticket/service counter.
- Include staggered arrival times to the ticket process to limit on-site queuing.
- Install [physical barriers](#) at the point of sale (e.g. plexiglass shield).
- Encourage electronic payment by debit or credit card, and to tap instead of using the PIN pad.
- Use a contactless transaction process to exchange concessions and/or scan tickets.
- Review the City of Toronto's [COVID-19 Guidance for Retail Settings](#), as applicable.

Communication

- Provide information to patrons about event/venue operations (e.g. public health measures, available amenities).
- Encourage patrons to stay home if they are sick or experiencing [symptoms of COVID-19](#).
- Encourage staff and attendees to download the [COVID Alert app](#) so they can be notified directly if they have been in close contact with someone who was contagious with COVID-19.
- Discourage the idling of engines.
- Post signs at the entrance indicating the conditions for entry, and not to attend the event if sick.

Revised July 16, 2021

- Post educational materials to encourage healthy behaviours that reduce the spread of COVID-19 such as [COVID-19: Spread the Word](#) and [COVID-19 Fact Sheet](#).

Other resources

[Guidance for Employers on Preventing COVID-19 in the Workplace](#)

[Guidance for Employers on Managing COVID-19 in the Workplace](#)

[Workplace Safety & Prevention Services Guidance on Health and Safety for Outdoor Recreation and Drive-in/Drive-Thru Entertainment Settings during COVID-19](#)

For more information visit our website at www.toronto.ca/COVID19 or call us at 416-338-7600.