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

Drive-in and drive-thru events/venues are permitted to open for a variety of purposes such as concerts, animal attractions, artistic events, and theatrical and other performances.

The following guidance is intended to help organizers and staff plan drive-in and drive-thru events/venues while reducing the spread of COVID-19. For general information on reopening businesses and workplaces during the COVID-19 pandemic, please refer to the 4-Step Public Health Planning Guide. More information about COVID-19 can be found in the Toronto Public Health COVID-19 Fact Sheet.

Drive-in and drive-thru venues must adhere to the following requirements as per O. Reg. 263/20:

- Each person in attendance must remain within their motor vehicle designed to be closed to the elements except where necessary to purchase admission, use the washroom or in an emergency.
- Vehicles must be parked at least two metres/six feet away from other vehicles.
- Performers and staff must remain at least two metres/six feet apart from every other person except for the purposes of facilitating the purchase of admission or food or beverages.
- Food and beverages may only be sold to persons in attendance if they are delivered directly to the person’s vehicle.
- No materials may be exchanged between persons in attendance except:
  - materials exchanged between members of the same motor vehicle;
  - materials exchanged between persons who perform work for the drive-in event/venue; and
  - such materials as are necessary to facilitate the purchase of admission, food or beverages.
- Washrooms must be cleaned and disinfected as frequently as is necessary to maintain a sanitary environment.

Note: Stage 2 gathering limits do not apply to drive-in and drive-thru event/venues.

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

Implement measures to maintain physical distancing

Physical distancing means keeping a distance of two metres/six feet from others. Plan and modify the layout of the event/venue to ensure enough space is provided for vehicles, customers and staff to maintain physical distancing.

- Customers must attend the event in a motor vehicle designed to be closed to the elements (i.e. not a motorcycle), and remain in the vehicle except to use the washroom or in an emergency.
- Calculate the maximum number of cars permitted to ensure at least two metres/six feet between them. Limit the number of cars permitted into the venue based on this calculation.
- Direct customers where to park to ensure they are separated by a minimum of two metres/six feet.
  - When all parking spaces are filled, allow one vehicle in for every one that leaves.
• Ensure people remain in their vehicles except for using the washroom, in an emergency.
• Monitor and manage customer lines:
  o Place visual markers/cues spaced two metres/six feet apart (e.g. tape on the floor/ground, pylons, signs) to encourage physical distancing and guide customers waiting in line.
  o Assign staff to monitor the line and to make public announcements reminding customers to keep two metres/six feet apart.
  o Design a directional flow that encourages one-way movement with prominent signage and/or ground/floor markings.
• Post physical distancing signs in highly visible areas.

Ticket and concession sales
• Encourage online and/or telephone service that allows customers to purchase tickets in advance.
• Encourage electronic payment by debit or credit card, and to tap instead of using the PIN pad.
• Use a contact-less transaction process to exchange concessions and/or scan tickets.
• Equip physical barriers at the point of sale (e.g. plexiglass).

Practice proper use of face masks/coverings
• The use of non-medical masks or face coverings is required in all indoor public spaces (e.g. washrooms), as per a new City of Toronto bylaw and provincial regulations.
• Operators must develop a policy and protocols on the wearing of masks. More information is available here.
• Non-medical/cloth masks are strongly recommended when physical distancing cannot be maintained in outdoor settings.
• 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.

Workplace Health and Safety
Review the Guidance for Employers on Preventing COVID-19 in the Workplace to plan and implement protocols to keep staff and customers safe, including:
• Mask/face coverings for staff and customers
• Health screening for staff and customers
• Staff attendance and operations
• Mask/face coverings for staff and customers
• Cleaning and disinfection
• Hand hygiene and respiratory etiquette
• Managing COVID-19 in the workplace.
Increase communication with customers

- Provide information to customers about event/venue operations (e.g. public health measures, available amenities) through different platforms (e.g. event webpage, email, social media).
- Consider pre-gathering/event communications to attendees to share information on protocols and expected behaviours. Discourage those who are ill from attending the event/gathering.
- Inform customers that they are to remain in their vehicle, unless otherwise necessary (i.e. using the washroom, ticket or concession purchases or in an emergency).
- Communicate to staff and customers to refrain from socializing or congregating when returning to their vehicles in order to adhere to physical distancing guidelines.
- 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.
- Post educational materials to encourage healthy behaviours that reduce the spread of COVID-19:
  - Physical Distancing
  - Face Masks & Coverings
  - Protect Yourself
  - Information about COVID-19
  - Wash your Hands
  - Cover your Cough
  - Screening Poster for Entrances

Other resources

Guidance for Employers on Preventing COVID-19 in the Workplace
Guidance for Employers on Managing COVID-19 in the Workplace
Reopening Toronto Businesses & Workplaces: A Four Step Public Health Planning Guide
Workplace Safety & Prevention Services Guidance on Health and Safety for Outdoor Recreation and Drive-in/Drive-Thru Entertainment Settings during COVID-19

More information

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