

COVID-19

Reopening guidance for the gym and fitness services sector

13 August 2020

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Questions?

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

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

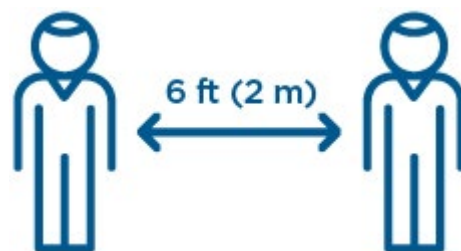
Introduction

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What to expect

This webinar will:

- Give an overview of government guidance specific to the fitness services 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 most services. Bath houses, oxygen bars, saunas, and steam rooms are still restricted and must stay closed. Contact sports are also restricted and must not be offered.
- The Government of Ontario, not the City of Toronto, decides which businesses can open.
 - Fitness settings can reopen for most outdoor services during Stage 2 and most indoor services 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

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Assessing risk

Think about:

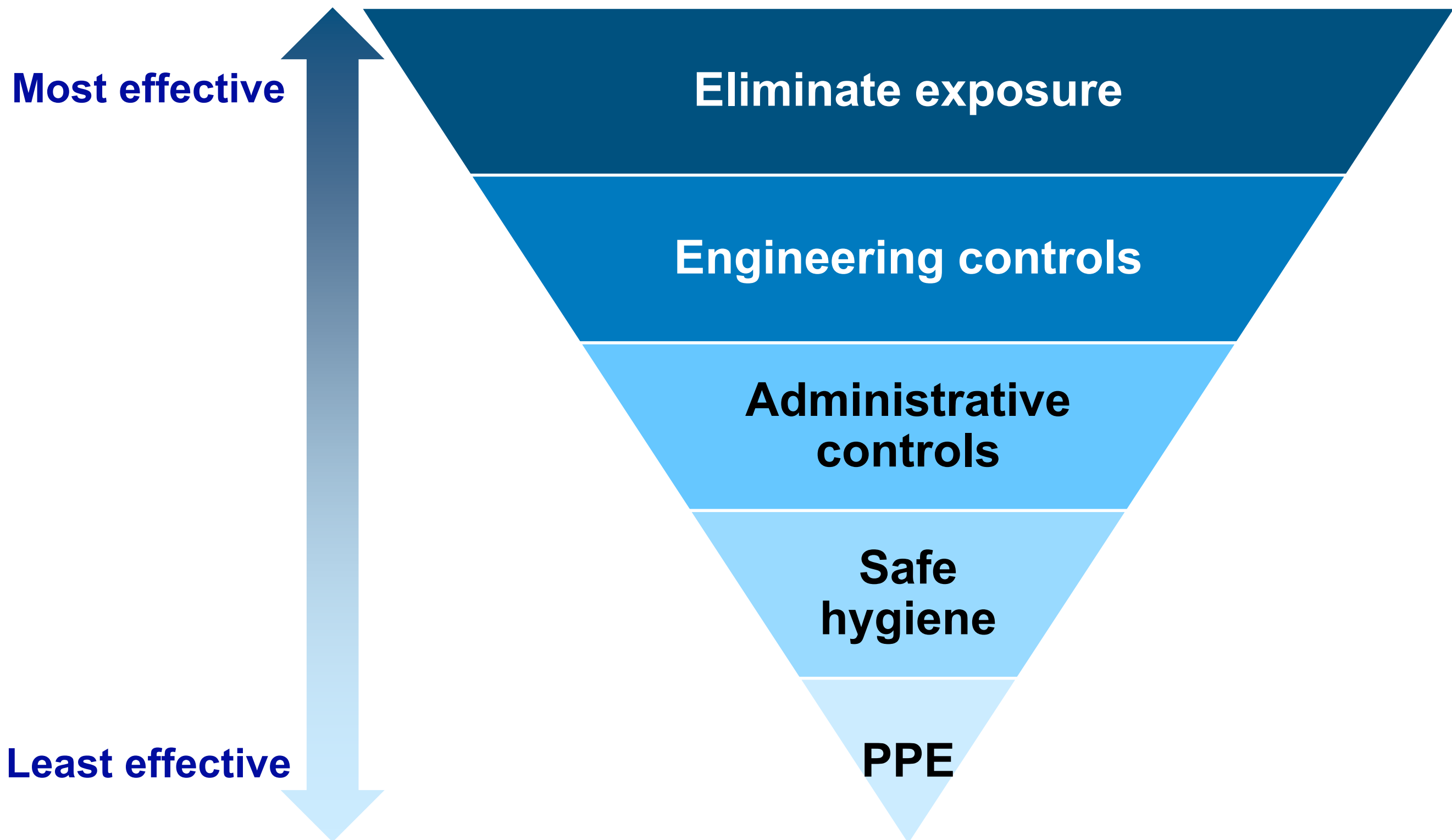
- How COVID-19 spreads
- How your business operates

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.
Customer attending yoga class	Will touch equipment (mat <i>etc.</i>). May pass close to other customers or staff. May touch lockers <i>etc.</i> in changing room. May work out close to other customers. May use water bottle or fountain. May use shower facilities. May use consumables, towels, <i>etc.</i>

Hierarchy of controls



Regulated professions

Check in with your College.

- Regulated health professions have developed their own COVID-19 guidance:
 - [Audiology and speech-language pathology](#)
 - [Chiropody and podiatry](#)
 - [Chiropractic](#)
 - [Dietetics](#)
 - [Homeopathy](#)
 - [Kinesiology](#)
 - [Massage therapy](#)
 - [Midwifery](#)
 - [Naturopathy](#)
 - [Occupational therapy](#)
 - [Opticianry](#)
 - [Optometry](#)
 - [Physiotherapy](#)
 - [Psychology](#)
 - [Psychotherapy](#)
 - [Respiratory therapy](#)
 - [Traditional Chinese medicine and acupuncture](#)

Eliminate exposure

Change business models to eliminate contact between people.

- For in-person services:
 - You cannot eliminate all exposure.
 - Focus on engineering and administrative controls.
 - Use hygiene and PPE controls to reduce exposure.
- For virtual services:
 - You can eliminate all exposure.

Virtual services

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Image source: Gabrielle Mannino for The Martha's Vineyard Times

Engineering controls

Modify the workplace to reduce contact.

- Change floor layouts (staff and client areas):
 - 2 metres of separation between people, or physical barriers.
 - No more than 50 people per room/sport indoors or 100 people outdoors.
 - Remove all non-essential furniture for ease of movement.
 - Remove waiting areas and consider one-way traffic flows.
 - Identify areas where people may congregate and add redirection signs.
 - Move equipment to allow for physical distancing, or add barriers.
 - Add floor signage and directional arrows to keep people apart.
 - Remove magazines and other items that clients may handle.
- Install physical barriers where possible, e.g. between staff and customers, between machines, at the reception desk, *etc.*

Barriers between people

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Image source: Frederic J. Brown for AFP

Moving outdoors

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Image source: Reuters

Client waiting management



Image source: The Borneo Post

Administrative controls

Modify policies and practices to reduce contact.

- For clients:
 - Consider a reservations-only business model and contactless payments.
 - Hold classes and activities outdoors where possible. Mark spaces.
 - Hold more smaller classes rather than fewer larger ones.
 - Screen clients for COVID-19 symptoms in advance over the phone.
 - 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.
 - Reduce music volume and do not allow staff to shout instructions.
 - 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.* tables, chairs, door handles, switches, barriers, touchscreens, counters, cabinets, taps, *etc.*
- Clean and sanitize shared equipment, *e.g.* weights, balls, *etc.* after each use and encourage customers to bring their own mats, towels, *etc.*
- Clean and sanitize changing rooms, washrooms, showers, *etc.* frequently and remove any shared complimentary items such as shampoo.
- Customers must clean and sanitize their hands and equipment before and after each use. Provide supplies throughout the space for this.
- Wash hands frequently and do not touch your face.
- Open doors and windows to increase fresh air ventilation. Avoid recirculating air and minimize the use of fans.
- Maintain cleaning and sanitation logs.

Advanced disinfection

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Image source: Essdras M Suarez for the Boston Globe

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 remove masks temporarily while actively engaging in an athletic or fitness activity.
 - If certain clients cannot tolerate a mask then consider alternative ways to provide service to them.
- Ensure staff have access to PPE as needed:
 - Train staff in proper use of gloves and masks.
 - If gloves are used, they must be changed when changing tasks. Wash hands thoroughly before putting on and after taking off gloves.
 - 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.

PPE is required



Image source: Mamoun Wazwaz for Xinhua

New by-laws

The following by-law is new for 2020 and applies to you.

- [By-law 541-2020](#)
 - Effective 7 July 2020, the use of non-medical masks or face coverings is required in all indoor public spaces, as per a new City of Toronto by-law. Operators are required to develop a policy and protocols on the wearing of masks. Refer to the [guidance on mask and face covering bylaw](#) for a sample policy that your organization can adapt. More information is available on the [City of Toronto website](#).
 - Post [required signage](#).
 - You may not request proof of exemption.
 - Customers may remove masks temporarily while actively engaging in an athletic or fitness activity.

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](#)

City of Toronto programs

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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](#)

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](#)



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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](#)
 - [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
 - [Reopening for business](#)

Ontario 

- Government of Ontario
 - [COVID-19 guidance: Essential workplaces](#)
 - [COVID-19 \(coronavirus\) and workplace health and safety](#)
 - [Develop your COVID-19 workplace safety plan](#)
 - [Reopening Ontario in stages](#)

B: Government guidance (2)

- Public Health Ontario

- [Cleaning and disinfection for public settings](#)
- [Guide to Infection Prevention and Control in Personal Service Settings](#)

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

- [Cashiers](#)
- [Fitness and swimming pools](#)
- [Handling and receiving packages](#)
- [Maintenance and facilities maintenance employees](#)
- [Office administration and secretarial staff](#)
- [Personal service settings](#)
- [Sports sector](#)



B: Government guidance (3)

- Toronto Public Health:
 - [COVID-19 guidance: Parks and recreation facilities](#)
 - [COVID-19 guidance: Personal service settings](#)
 - [COVID-19 guidance for outdoor playgrounds and fitness equipment](#)
 - [COVID-19 guidance for sports and recreational fitness facilities](#)
 - [Four step public health planning guide for reopening Toronto businesses and workplaces during the COVID-19 pandemic](#)
 - [Guidelines for permitting the use of sports fields and multi-use fields during COVID-19](#)
 - [Planning guide for businesses](#)



Thank you

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