

**COVID-19**

# Reopening Guidance for Events & Gatherings

Recorded July 28, 2020

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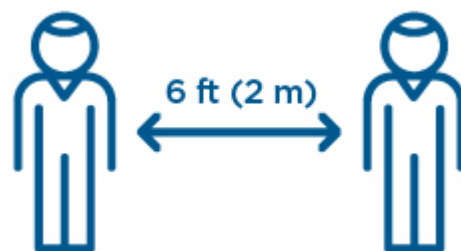
# Introduction

**COVID-19**

# What to expect

## This webinar will:

- Give an overview of government guidance specific to indoor and outdoor events and gatherings.
- 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 or event.



## This webinar will not:

- Provide fixed rules or checklists that apply to all public gatherings.
- Provide specific, tactical measures for your specific business situation.
- Provide legal advice.
- Replace advice given by public health authorities.

# What to expect

## This webinar is intended to support:

- Concerts and live shows, including performing arts events
- Meeting and event spaces
- Movie theatres/cinemas
- All other organized or spontaneous indoor and outdoor events and social gatherings (e.g. picnics, parties, fundraisers, fairs, wedding and funeral receptions)
- Not included are details on Drive-In and Drive-through events.

Guidelines for these types of events can be found on the City of Toronto website: [COVID-19 Guidance: Drive-in & Drive-thru Events.](#)

# When can I reopen?

## FOLLOW PROVINCIAL INFORMATION

- In Toronto, Stage 3 changes for events/gatherings do not come into effect until directed by the Provincial Order under [Reopening Ontario Act](#).
- Some municipalities outside of Toronto entered Stage 3 as early as Friday July 17. There is no confirmation on when Toronto can enter Stage 3.
- For details on Stage 3 please visit the Provincial Website "[A Framework for Reopening our Province](#)"

## Changes from Stage 2 to Stage 3

- Indoor gathering limits will increase to a maximum of 50 people.
- Outdoor gathering limits will increase to a maximum of 100 people.
- Please refer to the [Provincial Stage 3 orders](#) for detailed parameters around gathering limits.

# When can I reopen?

## FOLLOW MUNICIPAL INFORMATION

- Permits for significant outdoor events on City property have been cancelled until September 30, 2020 in line with provincial stage 3 reopening framework. This includes facilities managed by City divisions or public locations, such as roads, parks, and civic squares.
- Toronto Public Health provides guidelines for many different business types at the [“COVID-19: Community & Workplace Settings”](#) web page.
- Toronto Event Support provides general guidance regarding event planning on the City website at the [Events Planning Information page](#).
- For specific information on event permits please contact the relevant permitting Division.

# When can I reopen?

## City of Toronto Permitting during Stage 3

- City of Toronto permitting Divisions may consider permit requests for small events through their regular application processes in line with the Province of Ontario's gathering limit restrictions in Stage 3 of provincial Framework.
- Submission of a Permit Application does not guarantee issuance of a permit.
- Applications will be reviewed by permitting Divisions, so event organizers submitting applications should have well thought out and detailed plans as to how they will manage and address concerns surrounding COVID-19 mitigation and safety measures.
- Each permitting Division will consider the proposal and discuss directly with the applicant.
- COVID-19 mitigation and safety measures are a new consideration as part of Divisional event permitting however they do not replace any pre-existing divisional permit requirements, health and safety practices, or conditions.



# When can I reopen?

## City of Toronto Permitting during Stage 3

- Some City of Toronto public realm spaces like indoor civic centres, meeting rooms and community spaces may continue to be unavailable for use, a full list is not currently available so speak directly with the permitting Division for information.

### Planning resources, guidance, and permit links:

- Events Planning Information (<https://www.toronto.ca/business-economy/industry-sector-support/events/>)
- Booking Special Events in Parks & Recreation Centres (<https://www.toronto.ca/services-payments/venues-facilities-bookings/booking-park-recreation-facilities/special-events-permit-booking/>)
- Apply for a Street Event Permit (<https://www.toronto.ca/services-payments/streets-parking-transportation/street-events/>)
- Noise Exemption Permit (<https://www.toronto.ca/services-payments/permits-licences-bylaws/noise-exemption-permit/>)

- In the event that provincial emergency orders change, the City will adjust and issue permits in accordance with provincial direction.

# What are my responsibilities?

## PLAN, EXECUTE, MONITOR, REVISE

All planners, organizers and operators are responsible for:

- Assessing the risks associated with their event/gathering
- Actively implementing measures to reduce the risk of infection among all those who participate in their activities (e.g. staff, volunteers, attendees).

This can include:

- Promoting healthy behaviors
- Designing an appropriate space
- Reviewing and updating standard work practices
- Monitoring compliance
- Making adjustment to the system or the space to address compliance shortfalls

# What are my responsibilities?

## FOR ALL REOPENING PLANS

- Individuals are required to maintain physical distancing of at least two metres / six feet with people from outside their households or social circles.
- Where physical distancing cannot be maintained a face covering should be worn.
- When hosting an event all spaces are subject to indoor or outdoor gathering limits and modified working protocols to ensure physical distancing can be maintained.
- Limit or cancel activities where distances or other appropriate controls cannot be implemented such as patrons standing by the stage, moshing and crowd surfing, photo opportunities, autographs, backstage access, etc.

# FOR ALL REOPENING PLANS

## Remember...



Maintaining physical distancing of at least two metres from people outside of your household or social circle



Wearing a face covering in indoor and outdoor public spaces where physical distancing is a challenge



Washing your hands frequently with soap and water



Cleaning frequently touched surfaces more often

# FOR ALL REOPENING PLANS

## Remember...



Limiting indoor gatherings to a maximum of 50 people, or less, to maintain physical distancing



Limiting outdoor gatherings to a maximum of 100 people, or less, to maintain physical distancing

# Additional Considerations

- Based on community needs, The City of Toronto in consultation with the Medical officer of health can exercise their authority for more restrictions or requirements if needed.
- The City of Toronto will continue to advise on further Event Cancellations between October and December 2020 (and beyond) should the need arise and in accordance with Provincial orders surrounding mass gathering limits and restrictions.
- Businesses and sectors that are either not able to reopen in Stage 3, or who are experiencing significant challenges opening with restrictions in Stage 3, can visit [Ontario.ca/reopen](https://ontario.ca/reopen) to submit [a reopening proposal](#).
- The Provincial government will work collaboratively with these businesses or organizations to explore safe resumption of operations as Ontario gradually reopens, while implementing public health measures and workplace guidance.

# Infection control

COVID-19

# How COVID-19 spreads



Research indicates coronaviruses are most commonly spread through:

- respiratory droplets generated when you cough or sneeze
- close, prolonged personal contact, such as touching or shaking hands
- touching something with the virus on it, then touching your mouth, nose or eyes before washing your hands





# Assessing risk

## Think about:

- How COVID-19 spreads
- How your business operates

## Write down:

- All operational scenarios
- How transmission might happen

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## Example:

### scenario

### risk notes

Attendees entering the event space

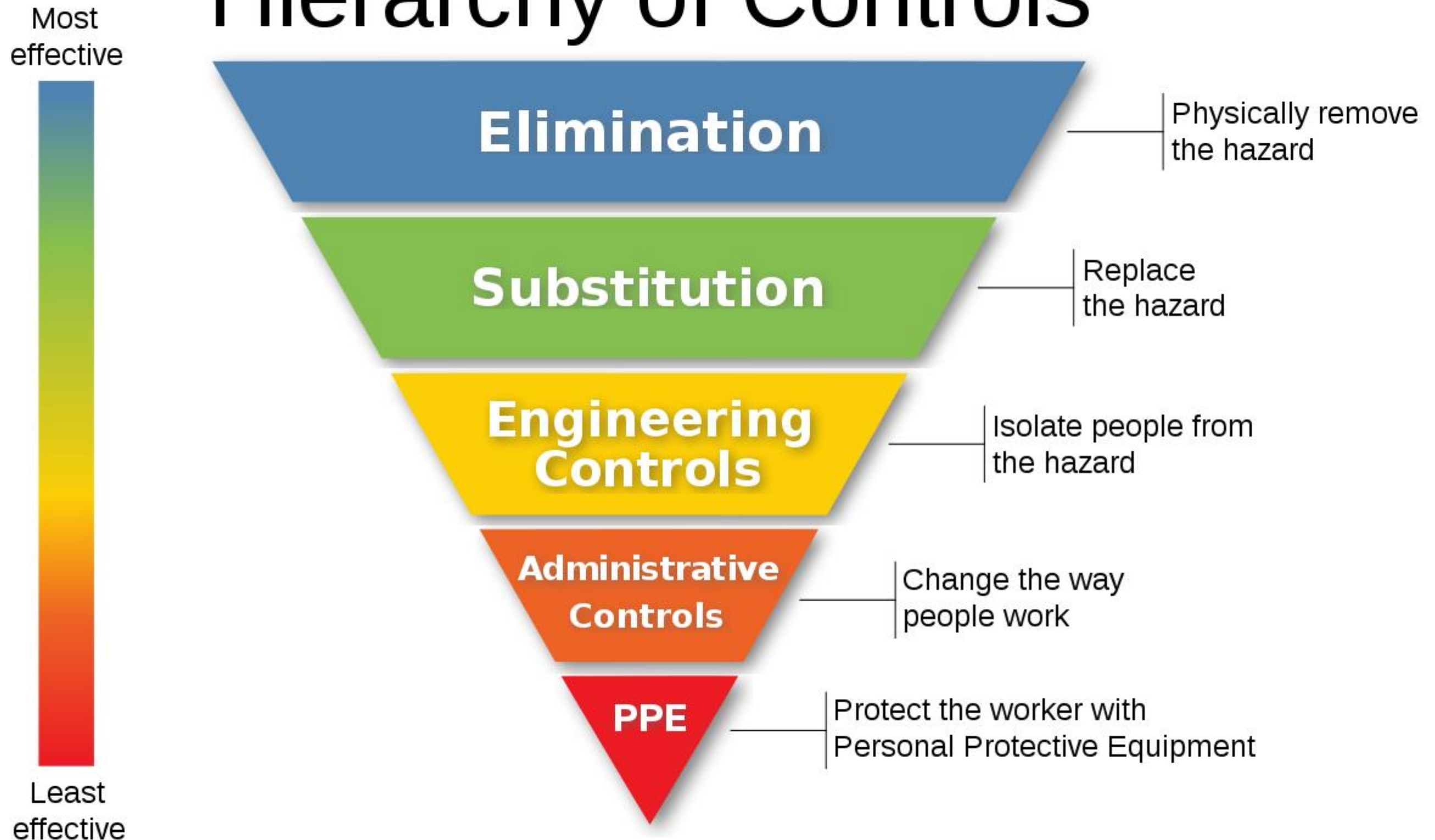
May touch door handle, stanchion, or barricade.  
May pass close to other customers or staff.  
May wait in line close to other customers or staff.  
May handle a program or ticket stub.

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Staff and Performers

May touch door handles.  
May pass close to other customers or staff.  
May have to work closely together.  
May have to handle equipment recently used by another person.

# Hierarchy of Controls



# **Implement Controls**

## **Consider transmission factors like exposure time and ventilation**

- An outdoor event is safer than an indoor event
- A short event is safer than an extended event
- Structured or assigned seating is safer than a general admission or roaming event.

## **Introduce controls with choice of programming**

- Loud music promotes staff and attendees leaning in or speaking loudly to communicate - this creates a significant increase in risk of transmission
- Breathing heavily due to exertion increases range of transmission through exhalation of droplets – dancing, running, jumping are all examples of such activities



# Getting creative



*Image source: Raul Arboleda / AFP / Getty*

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# Awareness, Communication & Responsible Behaviour

## For customers:

- Advertising and marketing prior to the event
- Set clear expectations around safety protocols during ticket sales.
- Scripted greeting upon entry to highlight implemented changes.
- Additional signage at entry and exit points to reinforce safe behaviours.
- Post signs with public health messaging.

## For staff:

- Train all staff on COVID-19 and infection control.
- Active screening for COVID-19 symptoms.
- Assign someone to lead infection control.
- Do not let staff congregate (e.g. break rooms). Stagger shifts/breaks.
- Post signs with public health messaging.

# Implement Controls

## CHANGE STANDARD PRACTICE TO REDUCE CONTACT

### Box-Office/Front of House Staff:

- Focus on engineering and administrative controls.
- Use hygiene and PPE controls to reduce exposure.
- Use signage to support passive screening of audience.
- Have customers order and pay online or by telephone, use touch-free scanning.
- Install Plexiglas dividers between staff and customers.
- Block-off/remove seating or widen aisles to allow physical distancing.
- Post signs in visible locations to remind audience of healthy behaviours.
- Provide hand sanitizer dispensers on entry to the site.



# Reduced capacity



*Image source: © moritz haase, courtesy of berliner ensemble*



# Implement Controls

## CHANGE STANDARD PRACTICE TO REDUCE CONTACT

- **Concessions/Food and Beverage:**
  - Contact Toronto Public Health for guidance at [Dinesafe@toronto.ca](mailto:Dinesafe@toronto.ca)
  - Focus on engineering and administrative controls.
  - Use hygiene and PPE controls to reduce exposure.
  - Ensure physical distance is maintained in delivery/consumption of food.
  - Separate payment process from food distribution/delivery.
  - Have area for food consumption away from performance/audience area.
  - Install Plexiglas dividers between staff and customers.
  - Increased access to handwashing or alcohol-based hand sanitizer.
  - Refer to [Toronto Public Health's Food Premises guidance](#) documents to assist in developing your service plan.



# Implement Controls

## CHANGE STANDARD PRACTICE TO REDUCE CONTACT

### Programming/Performers:

- Focus on engineering and administrative controls.
- Use hygiene and PPE controls to reduce exposure.
- Actively screen staff before each shift (i.e. online or paper questionnaire).
- Hold rehearsals or performances outdoors.
- Adjust blocking to minimize contact and proximity between performers.
- Use dedicated props and equipment and clean and sterilize frequently.
- Reduce furniture in dressing rooms and reduce capacity to maintain physical distance.
- Don't permit congregating of performers backstage – straight from dressing room just in time.

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# Physical barriers



*Image source: West Point Music Research Center*

# Implement Controls

## CHANGE STANDARD PRACTICE TO REDUCE CONTACT

- **Crew/Staff:**
  - Focus on engineering and administrative controls.
  - Use hygiene and PPE controls to reduce exposure.
  - Actively screen staff before each shift (i.e. online or paper questionnaire).
  - Minimize design elements or modify work practices that require multiple workers to be in close proximity.
  - Stagger working times (load-in/load-out) to minimized crew numbers on site at any one time.
  - Have a plan and protocols in place in the event someone gets ill or tests positive for COVID-19.

# Implement Controls

## MODIFY THE WORKPLACE TO REDUCE CONTACT

- Change floor layouts (staff and audience areas):
  - 2 metres of separation at entry, event time, and egress
  - Calculate capacity based on 4square meters or 43 sq ft per person
  - Remove furniture or equipment to increase space
  - Remove public congregation area
  - Add floor signage and arrows to keep people apart.
  - Separate entry and exit points
  - Install physical barriers where appropriate, e.g. at box office, in concessions area, between booths/seats, on communal/large tables, *etc*
- If the event is outdoors, define your event area with barriers/structures to help control capacity.



# Screening and tracing



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.**

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TORONTO Public Health

## HOW CONTACT TRACING HELPS STOP COVID-19

1



When a person is tested for COVID-19, it is sent to a lab. The lab sends the result to the physician who ordered the test.

2



As part of the doctor-patient relationship, the physician is obligated to notify their patient of the result.

3



Under the Health Protection & Promotion Act, the physician & lab are required to report the result to public health.

4



Missing information can create delays. When public health has the complete report, case & contact tracing begins right away.

5



A public health investigator contacts the person to confirm they are self-isolating. They will call the person daily to check on their well-being as they recover.

6



They investigate where the person got COVID-19 & ask about their activities 2 weeks before symptoms started. They try to help them remember everywhere they went.

7



They also try to find out who the person may have spread it to making a list of people they had contact within 2 days before symptoms started. Conversations can be long depending on how many contacts they had.

8



The investigator will call the contacts of the person & have them self-monitor or quarantine based on if they had close or casual contact.

9



As the City reopens & with more people leaving their homes, case & contact tracing will become more complicated. We continue to prepare by scaling up our efforts.

10



We started our response with 50 case & contact tracing staff. We have now trained over 550 staff & many other volunteers; a team larger than the total number of staff at many public health units.

11



We have also partnered with the Registered Nurses' Association of Ontario & University of Toronto to mobilize 170 nurses to help with our response.

12



Finally, we are actively working with the province, local labs, hospitals & assessment centres to streamline the process from testing to contacting the patient.

TORONTO.CA/COVID19

TORONTO Public Health

Image source: Sanjeev Verma for HT Photo (Need new image)

# Implement Controls

## THINK BEYOND YOUR BORDERS

- As the organizer of an event you have responsibility outside your perimeter where your attendees are entering and exiting and where the public may gather
- Consider how to maintain safe physical distancing in the lineups
- Consider how to move attendees away from your site in a safe manner
- Consider gatherings that could occur around the perimeter of your site

# Safe hygiene practices

## REDUCE VIRUS SPREAD WITH IMPROVED HYGIENE

- Clean and sanitize high-touch surfaces frequently, e.g. hand contact areas, door handles, switches, table tops, chairs (back, seat, arms), sneeze guards, restrooms, taps, stage equipment.
- Clean and sanitize shared equipment such as credit card machines and cash registers after each use.
- 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.
- Clean and sanitize each venue between shows – this will require additional turn-around time



# Advanced disinfection



*Image source: AFP via Getty Images*



# Personal protective equipment

The use of non-medical masks or face coverings in all indoor public spaces is now mandatory, as per the City bylaw, and when you cannot maintain two metre distance.

- Ensure staff have access to PPE as needed:
  - Train staff in proper use of gloves and masks.
  - All businesses must implement a policy for mask use.
  - If gloves are used they 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.

\*Masks or face coverings are strongly recommended outdoors when physical distancing cannot be maintained.

# 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

**COVID-19**

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# BusinessTO newsletter

ECONOMIC DEVELOPMENT  
AND CULTURE



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

ECONOMIC DEVELOPMENT  
AND CULTURE



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](#)

For questions regarding returning to operations in the Culture Sector email [CultureTO@toronto.ca](mailto:CultureTO@toronto.ca)

# Noise bylaw



All retail businesses are exempt from the City of Toronto Noise Bylaw 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](#)



# Questions?

COVID-19

**CultureTO@toronto.ca**

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# Appendices

**COVID-19**

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# A: Government guidance (1)

## Toronto Public Health:

- [COVID-19 guidance for employers, workplaces, and businesses](#)
- [COVID-19 guidance for mobile food premises](#)
- [Guidance for Drive-in/Drive-thru Events](#)
- [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](#)



# A: Government guidance (2)

## Government of Canada

- [Preventing COVID-19 in the workplace](#)
- [Risk mitigation tool for workplaces/businesses operating during the COVID-19 pandemic](#)
- [Risk mitigation tool for gatherings and events operating during the COVID-19 pandemic](#)
- [Risk mitigation tool for outdoor recreation spaces and activities operating during the COVID-19 pandemic](#)

Canada 



## Canadian Centre for Occupational Health and Safety

- [Reopening for business](#)



## Government of Ontario

- [COVID-19 \(coronavirus\) and workplace health and safety](#)

# A: Government guidance (3)



## Public Health Ontario

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

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



- [Cashiers](#)
- [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: Other guidance



### Event Safety Alliance

- [Reopening Guide](#)



### Alberta Government

- [COVID-19 information : guidance for live music, dance and theatre](#)



### US Centers for Disease Control and Prevention

- [Considerations for Events and Gatherings](#)
- [Events and Gatherings: Readiness and Planning Tool](#)



### R.I.F.E.L.

- [Event Safety and Security in the Context of COVID-19](#)

## C: Signage



### Government of Canada:

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



### Government of Ontario:

- [Resources to prevent COVID-19 in the workplace](#)

### Toronto Public Health:



- [COVID-19: Spread the word](#)
- [Poster for retail entrances](#)
- [Staff screening questionnaire](#)

Thank you

COVID-19

[CultureTO@toronto.ca](mailto:CultureTO@toronto.ca)

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