

**COVID-19**

# Reopening guidance for banquet halls and indoor event venues

18 September 2020

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# 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)

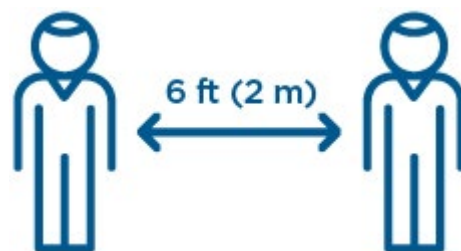
# Introduction

COVID-19

# What to expect

## This webinar will:

- Give an overview of government guidance specific to banquet halls and indoor event venues.
- 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 business.
- The Government of Ontario, not the City of Toronto, decides which businesses can open.
  - Most indoor event venues can reopen during Stage 3, with limits on gatherings and some restrictions on activities. For example, no buffet-style food service is permitted and indoor events are limited to 50 people. For the latest information, 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.

# Current guidance

**For the latest information, check these guides.**

- Government of Ontario:
  - [Guidance for professional meeting and event facilities during COVID-19](#)
- Toronto Public Health:
  - [COVID-19 guidance: Indoor and outdoor events](#) (HTML)
  - [COVID-19 guidance for indoor and outdoor events and gatherings](#) (PDF)
  - [COVID-19 checklist for planning a wedding](#) (PDF)
  - [COVID-19 guidance for planning a funeral reception/ celebration of life](#) (PDF)



# New by-laws

The following by-laws are new for 2020 and apply to you.

- [By-law 541-2020](#)
  - Masks or face coverings are required in indoor public spaces.
  - You must adopt a policy stating that nobody can enter your premises without wearing a mask or face covering.
  - Post required signage.
  - You may not require proof of exemption.

# Infection prevention and control

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# Key messages

## **A summary of current government guidance.**

- Limit capacity to no more than 50 people per room.
- Actively screen all who enter, including staff, performers, and guests.
- Masks must be worn, except while eating.
- Premises must be configured so that patrons seated at different tables are separated by a distance of at least two metres
- Guests are to remain in their assigned seats if food and drink are provided, except to use the washroom or leave. No buffets.
- Performers who sing or play wind/brass instruments must perform behind an impermeable barrier.
- Keep a log of staff and guests to help with contact tracing, including the name and contact information of everyone who enters the building.

# **Key responsibilities**

**A summary of current government requirements for operators.**

- Understand Provincial orders and regulations.
- Assess risks associated with reopening venues.
- Actively implement public health measures to keep employees, clients, guests, and the general public safe.
- Communicate changes and new policies and protocols to clients and guests.
- Ensure that guests adhere to public health regulations and guidance.

# Assessing risk

## Think about:

- How COVID-19 spreads
- How your business operates

## Write down:

- All operational scenarios
- How infection might happen

## Example scenarios and risk notes:

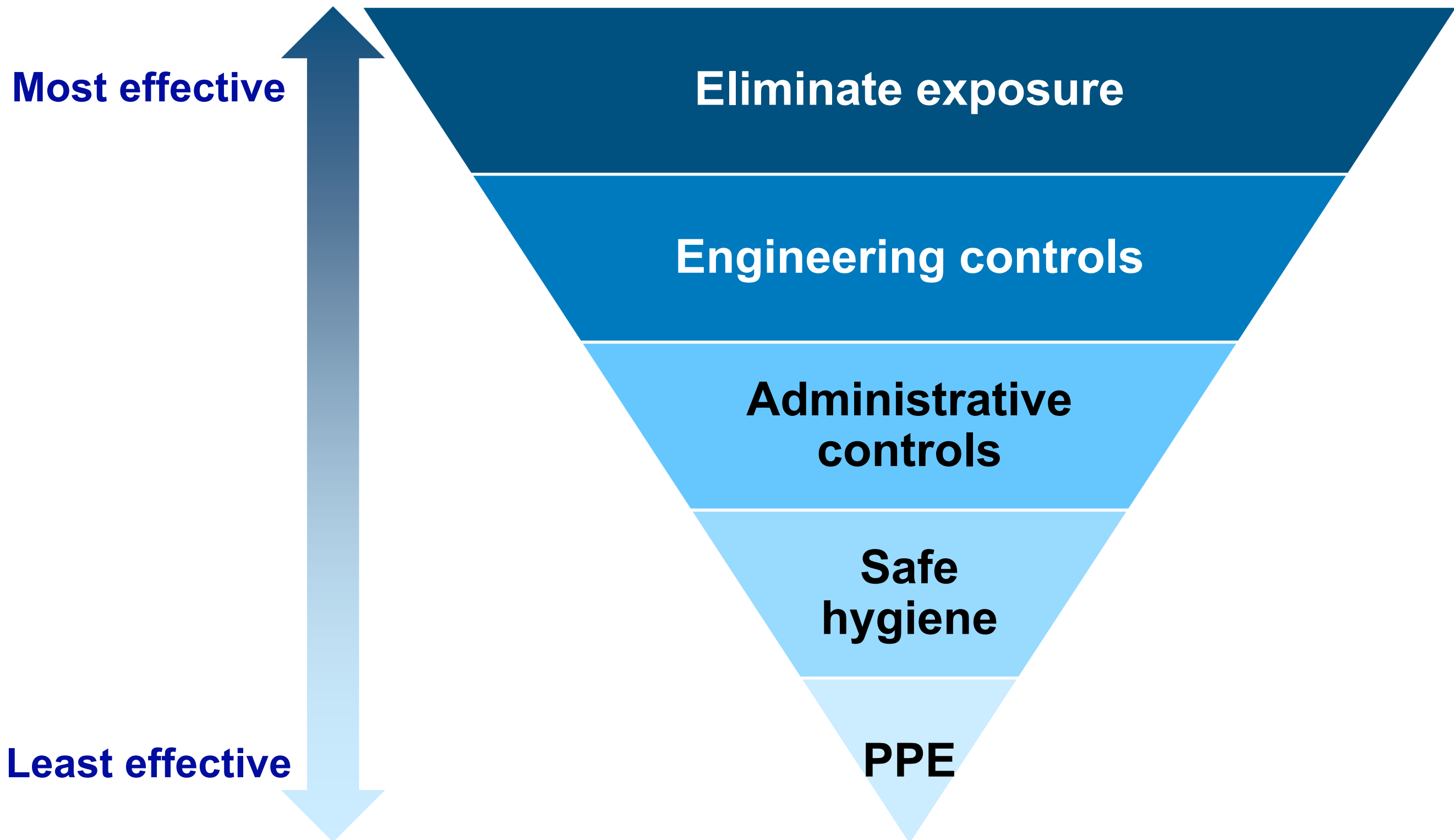
### 1. Customers entering premises

- 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

### 2. Servers delivering food

- Will touch plates from kitchen
- Will touch cutlery, condiments, etc.
- Will get close to customers being served
- May pass close to other customers or staff
- May touch kitchen doors
- May touch food items

# Hierarchy of controls



# **Eliminate exposure**

**Change models to eliminate contact between people.**

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

# Engineering controls

## Modify the workplace to reduce contact.

- Change floor layouts (staff and customer areas):
  - 2 metres of separation between people, including performers.
  - No more than 100 people outdoors or 50 people indoors.
  - Add floor signage and arrows to keep people apart.
  - Remove buffets and self-serve areas.
  - Identify bottlenecks such as washrooms or lobbies and set up the space so that people do not gather.
  - Manage entry/exit points and lineups outside the venue.
- Install physical barriers where possible, e.g. around host areas, between booths/seats, on communal/large tables, *etc.*
  - Barriers are required for singers and brass/wind instruments.



# Separation between diners



*Image source: Global News*

# Administrative controls

## Modify policies and practices to reduce contact.

- For attendees, clients, *etc.*:
  - Consider virtual options and hold events outdoors where possible.
  - Offer more gatherings at reduced capacity instead of single, large events.
  - Guests should stay within their event/meeting room (no mingling).
  - Use staggered arrival times, or timed tickets.
  - 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.
  - Do not let staff congregate (e.g. break rooms). Stagger shifts/breaks.
  - Post signs with public health messaging.

# Screening and tracing



Please complete the following questions before beginning your work today.

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

**Do you have any  
of the following (new or worsening):**

Yes <input type="checkbox"/> No <input type="checkbox"/>		Yes <input type="checkbox"/> No <input type="checkbox"/>		Yes <input type="checkbox"/> No <input type="checkbox"/>		Yes <input type="checkbox"/> No <input type="checkbox"/>	
	Fever		Cough		Difficulty breathing		Sore throat, trouble swallowing
Yes <input type="checkbox"/> No <input type="checkbox"/>		Yes <input type="checkbox"/> No <input type="checkbox"/>		Yes <input type="checkbox"/> No <input type="checkbox"/>		Yes <input type="checkbox"/> No <input type="checkbox"/>	
	Runny nose		Loss of taste or smell		Not feeling well		Nausea, vomiting, diarrhea

Yes ☐ No ☐ Have you been in close contact with someone who has confirmed COVID-19 in the past 14 days without wearing appropriate PPE?

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, to find out if you  
need a test.**

## NOTICE

**The following information will be collected:**

- Your name and contact information for at least one member of your party
- Date, check in and check out times
- Location of seating (e.g. table number or location on the premises)

If, in the opinion of the Medical Officer of Health, COVID-19 contact tracing or other public health purposes are required, this Customer Information shall be disclosed to the Medical Officer of Health or a public health inspector for these purposes. The Customer Information must be securely stored for 30 days and then destroyed by the premises operator, if it is not used for the purposes outlined above.

**If you have questions about the collection of this  
information, you can contact Toronto Public Health:**

**Manager, Information Management Services**  
277 Victoria Street, Toronto, ON M5B 2L6  
p. 416-338-7600 e. [publichealth@toronto.ca](mailto:publichealth@toronto.ca)

The Customer Information is being collected under the authority of subsection 8(2), of the City of Toronto Act, 2006, Sections 2 and 7 of the Health Protection and Promotion Act, S.2 of Reopening Ontario (A Flexible Response to COVID-19) Act, 2020, O. Reg. 364/20: Rules for Areas in Stage 3, and City of Toronto By-law No. 665-2020.



# Safe hygiene practices

## Reduce virus spread with improved hygiene.

- Clean and sanitize high-touch surfaces frequently, e.g. food contact surfaces, hand contact areas, door handles, switches, table tops, chairs, sneeze guards, restrooms, taps, utensils, and dispensers.
- Clean and sanitize shared equipment such as credit card machines and cash registers after each use.
- Tables must be cleaned and sanitized between sittings.
- 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.

# Advanced disinfection



*Image source: Josie Norris for the San Antonio Express-News*

# 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 only remove masks in order to eat or drink.
- Ensure staff have access to PPE as needed:
  - Train staff in proper use of gloves and masks.
  - Gloves are not essential, but, if used, 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.  
Face shields are not a substitute for masks; they do different things.



# Protecting staff and customers

ECONOMIC DEVELOPMENT  
AND CULTURE



*Image source: Italian by Night*

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# Hired performers

## Considerations for hired performers at events.

- You may hire performers for your events.
- Hired performers do not count towards the gathering limits.
- Performers must maintain physical distancing from guests.
- Performers must maintain physical distancing from each other, unless necessary for the performance.
- Singers and wind/brass instrumentalists must be separated from the audience by a physical barrier.



# 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](#)

# Quick reference guide

Outdoor Events		
<b>Event with NO food or drink</b> <ul style="list-style-type: none"> <li>Maximum of 100 people.</li> <li>Guests can mingle, and must maintain six feet distancing.</li> <li>Wear a mask when physical distancing is difficult (e.g. going to the washrooms).</li> <li>No dancing among guests.</li> </ul>	<b>Event with food or drink</b> <ul style="list-style-type: none"> <li>Maximum of 100 people.</li> <li>No more than 10 people per table with six feet distancing if not from the same social circle.</li> <li>Stay seated at all times, except to use the washroom or leave.</li> <li>No mingling or dancing among guests.</li> </ul>	<b>Drive-in/thru event</b> <ul style="list-style-type: none"> <li>No maximum.</li> <li>Cars must be parked six feet from each other.</li> <li>Can't leave the car except for using the washroom or to purchase food or drink.</li> </ul>
Indoor Events		
<b>Event with NO food or drink</b> <ul style="list-style-type: none"> <li>Maximum of 50 people.</li> <li>Guests can mingle, and must maintain six feet distancing.</li> <li>A mask must be worn at all times.</li> <li>No dancing among guests.</li> </ul>	<b>Event with food or drink</b> <ul style="list-style-type: none"> <li>Maximum of 50 people. *<a href="#">Movie theatres</a>, and <a href="#">professional meeting and event facilities</a> may allow up to 50 people <i>per room</i>.</li> <li>No more than 10 people per table with six feet distancing if not from the same social circle.</li> <li>Stay seated at all times, except to use the washroom or leave.</li> <li>No mingling or dancing among guests.</li> </ul>	<u><b>Religious service, rite or ceremony in place of worship with NO food or drink</b></u> <ul style="list-style-type: none"> <li>Up to 30% of the room capacity, based on ability to physically distance.</li> <li>Limit the number of people in a choir.</li> <li>Congregational singing is strongly discouraged, even with masks.</li> </ul>
All Events		
<ul style="list-style-type: none"> <li>Physical distancing of two metres/six feet is required by all, unless from the same social circle.</li> <li>Mask/face covering must be worn at all times indoors except when eating, and outdoors when physical distancing is challenging.</li> <li>Staff and performers hired by the venue does not count towards gathering limits.</li> <li>Hired performers who sing or play a brass/wind instrument must be separated from guests by a barrier.</li> </ul>		



## SAFELY OPERATING A BANQUET HALL DURING COVID-19



**Max 50 guests or less per room, with dedicated entrance/exit & washroom(s).**



**Ensure tables & seating are spaced at least 6 feet/ 2 metres apart. Guests cannot mingle.**



**If serving food/ drinks, guests must stay seated except to use the washroom or leave.**



**Staff & guests must wear a mask or face covering, except when eating.**



**Singers or wind/ brass instrument players must perform behind a barrier.**



**Keep a log of staff & guests in attendance to help with contact tracing if needed.**

# City of Toronto programs

COVID-19



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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

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](#)



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

# Appendices

COVID-19

## 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](#)
  - [Physical distancing poster](#)
  - [Staff screening questionnaire](#)

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# B: Government guidance (1)

Canada

- Government of Canada
  - [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](#)
  - [Restaurants and food services](#)
- National Collaborating Centre for Environmental Health
  - [Physical barriers for COVID-19 infection prevention and control in commercial settings](#)



## B: Government guidance (2)



- Government of Ontario
  - [COVID-19 guidance: Essential workplaces](#)
  - [COVID-19 \(coronavirus\) and workplace health and safety](#)
  - [Resources to prevent COVID-19 in the workplace](#)
- Public Health Ontario
  - [Cleaning and disinfection for public settings](#)
- Workplace (IHSA, PSHSA, WSPS) guidance for:
  - [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](#)



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## B: Government guidance (3)

- Toronto Public Health:
  - [COVID-19 guidance: Employers, workplaces and businesses](#)
  - [COVID-19 guidance: Food premises](#)
  - [COVID-19 guidance: Indoor and outdoor events](#)
  - [COVID-19: Reopening guidelines for businesses and community organizations](#)
  - [Four step public health planning guide for reopening Toronto businesses and workplaces during the COVID-19 pandemic](#)
  - [Planning guide for businesses](#)



**Thank you**

**COVID-19**

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**TORONTO.CA/COVID19**