

**COVID-19**

# Reopening guidance for banquet halls and indoor event venues

15 October 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)

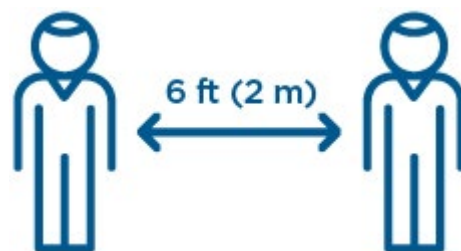
# Introduction

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# What to expect

## This webinar will:

- Give an overview of government guidance specific to 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 remain open for business.
- The Government of Ontario, not the City of Toronto, decides which businesses can open.
  - Most indoor event venues can reopen during Stage 2, with limits on gatherings and some restrictions on activities. For the latest information, please check [\*Reopening Ontario in stages\*](#).
  - The City of Toronto is in Stage 2 at the moment. For the latest information, please check [\*Reopening Ontario in stages: A regional approach to reopening\*](#) and [\*Ontario Regulation 263/20: Rules for Areas in Stage 2\*](#).

# 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.

# 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.**

- Maintain 2 metres of physical distance at all times.
- Maximum capacity is 10 people indoors and 25 people outdoors.
- Actively screen all who enter, staff and guests.
- Masks or face coverings must be worn at all times.
- No more than 6 people seated at a table.
- No food or drink is permitted.
- No singing, dancing, or performance is permitted.
- Conference centres and convention centres are closed.
- 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:

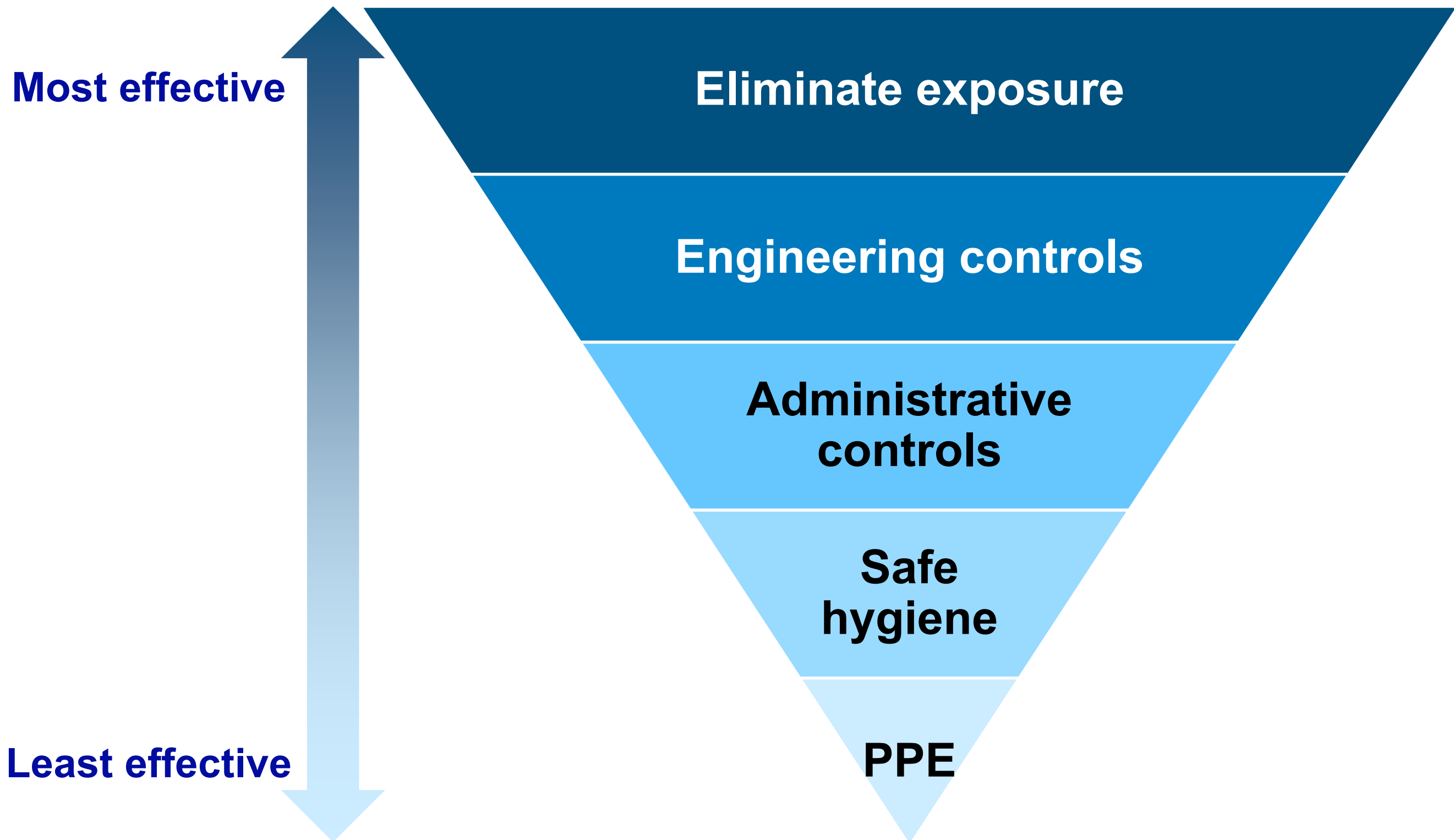
### 1. People entering premises

- 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. People holding meeting

- Will touch door handles or buttons
- Will touch chairs, tables, etc.
- May touch light switches or equipment
- May touch supplies (paper, etc.)
- May sit close to other people
- May talk to other people

# 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 staff.
  - No more than 25 people outdoors or 10 people indoors.
  - You may not combine indoor and outdoor events.
  - 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.*

# Separation between tables



*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. 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 uses.
- 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.
- 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*

# 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](#)



# 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](#)
  - [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**

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