

Winter CaféTO

EXPANDED OUTDOOR DINING GUIDELINES

2021/2022



About this Guidebook

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This Guidebook, which is authorized under §742-2.1D of City of Toronto Municipal Code Chapter 742 (Sidewalk Cafés, Parklets and Marketing Displays), provides guidelines for cafés on sidewalks and curb lanes for the 2021 season. These guidelines include the minimum requirements that restaurants and bars must meet to operate a café as part of the temporary CaféTO Program. These guidelines do not apply to sidewalk cafes holding a permanent permit starting with “R57”.

Please review these guidelines carefully and plan ahead to ensure compliance. For additional information, refer to Chapter 742. This Guidebook primarily focuses on cafés located on the public right-of-way, but there is a section related to patios on private property on page 20.

The City of Toronto retains discretion to review installations in the right-of-way on a case-by-case basis considering factors such as limited frontage options, past complaints reported at the address, non-compliance with the CaféTO guidelines and conditions imposed by Community Council in similar local circumstances.

These guidelines are subject to change at any time and cafés are only permitted in accordance with all requirements of the Province of Ontario and the City of Toronto, including statutes, by-laws, regulations, orders and guidelines. Information will be updated to reflect evolving public health regulations as they are released. Keep up to date on requirements by visiting toronto.ca/CafeTO and reviewing this Guidebook

Written permission is required from the City of Toronto to expand your café on the sidewalk.



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How to Participate

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Restaurant and bar operators with a valid Eating Establishment licence must follow the below steps to participate in the CaféTO Program:

1. If you wish to install or expand a temporary café on public property, visit toronto.ca/CafeTO to register. You do not need to register if you wish to expand on private property.
2. Once you complete your registration, City staff will review your application and submitted documents for compliance with these guidelines and [Chapter 742](#). City staff will also review your past compliance with other applicable by-laws (e.g. City of Toronto Municipal Code Chapter 591 (Noise)) and legislation (e.g. Health Protection and Promotion Act, Reopening Ontario (A Flexible Response to COVID-19) Act, 2020, Liquor Licence Act and any regulations under any such legislation). You will then be provided with more information by email.
3. Applicants who are approved to install a new or expanded sidewalk café can begin operating immediately, if outdoor dining is permitted under provincial regulations in Toronto.
4. Successful applicants will receive an official Municipal Clearance Letter to participate in the CaféTO program, which will identify the conditions of the approval to participate in the CaféTO Program. Applicants will only be able to use the City space identified in this letter for the period of time specified and in accordance with any of the conditions in the approval. At the end of the term, all café items must be removed from the approved area.

An application may be refused in accordance with §742-3.2A of [Chapter 742](#) (modified as necessary) or if the past conduct of the applicant gives the City reason to believe that they will not operate in accordance with the law.

This Winter CaféTO Guidebook is for temporary cafés, with permission expiring on April 14, 2022. Starting in January 2022, restaurants will be able to apply for a permanent sidewalk café permit.

For more information
toronto.ca/cafeto

The City of Toronto is offering local restaurant and bar operators with an Eating Establishment licence, access to public space on sidewalks to assist with expanding outdoor seating capacity while maintaining physical distancing requirements. The normal café permitting and application process is paused to provide this expedited opportunity for café operators.

Any expanded or new cafés on the sidewalk must meet the design and operational requirements set out in this Guidebook and [Chapter 742](#), including but not limited to, obligations related to health and safety, accessibility, equipment (e.g., fencing, barriers, planters), and insurance and indemnification requirements. Pedestrian mobility, physical distancing and road safety requirements must be met for this program to be successful for all members of the public.

The City of Toronto has prepared this document to summarize the essential information required to safely install or expand sidewalk cafés where possible, and to provide a suite of options to take advantage of the 2021 winter café season.

Toronto Public Health Requirements

Restaurants and bars operating in Toronto must follow current public health guidelines as developed by Toronto Public Health and the [Province of Ontario](#). Please visit the Province of Ontario's website to stay informed. Toronto Public Health has also published comprehensive [COVID-19 Guidance for Restaurants, Bars and other Food Services Premises](#).

Business Improvement Areas (BIA)

BIAs are an integral part of the CaféTO program. If your restaurant or bar is located within a BIA you should speak to your BIA representative for additional information and assistance. Please find the list of BIAs [here](#).

Patios on Private Property

Restaurant and bar owner/operators that wish to install or expand a patio on private property do not need to register with the CaféTO program. Toronto City Council has approved a Temporary Use By-Law that provides additional temporary permissions for expanded outdoor dining on private property. More information is available on **page 20** of this Guidebook.

Temporary Outdoor Dining

In 2021, the City of Toronto is temporarily pausing certain permitting, application and fee requirements under [Municipal Code Chapter 742 \(Sidewalk Cafés, Parklets, and Marketing Displays\)](#) to allow for expedited approvals of expanded outdoor dining opportunities, but there are still basic requirements necessary to safely operate a café in the public right-of-way. Please review this document carefully as it is the operator's responsibility to ensure that all requirements are met. City staff will ensure that expanded cafés meet these guidelines and will be visiting establishments to ensure compliance. Café operators that do not comply with these CaféTO and Chapter 742 requirements may be unable to continue participating in the program.



Registration

If you already were approved by CaféTO for a sidewalk cafe in the summer of 2021, you do not need to reapply for the same temporary space for winter 2021. If you wish to expand your existing permitted café or create a new café, and you have not received approval by CaféTO in 2021, **you MUST register with the City**. Please visit toronto.ca/CafeTO for full registration requirements, which include providing proof of comprehensive liability insurance and identifying that you have a valid Business Licence issued by the City of Toronto.



FEES

The City of Toronto recognizes the financial hardships faced by the restaurant industry as a result of the COVID-19 pandemic. There are no fees required to participate in the 2021 CaféTO program.



Alcohol Service

The Province of Ontario is temporarily allowing current liquor licence holders to serve alcohol outside of their officially licensed area without a temporary extension application to the AGCO. It is the operator's responsibility to ensure compliance with all AGCO regulations, available [here](#) as well as adhere to any conditions on their liquor sales licence.

Restaurant and bar operators wishing to apply for permanent changes to liquor licences will still need to apply for approvals through the AGCO. Further instructions on new permanent licences are available [here](#).

Types of Cafés

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**Curbside
& Curblane
cafés are not
possible
in the winter**

Sidewalk Café



Small Frontage Café



SIDEWALK CAFÉS

- Located on the sidewalk adjacent to the frontage and expanded frontage wall of the building
- Sidewalk cafés may be expanded in front of a neighbouring business if written permission is granted from the adjacent tenant and/or property owner
- This café type requires registration with the City of Toronto

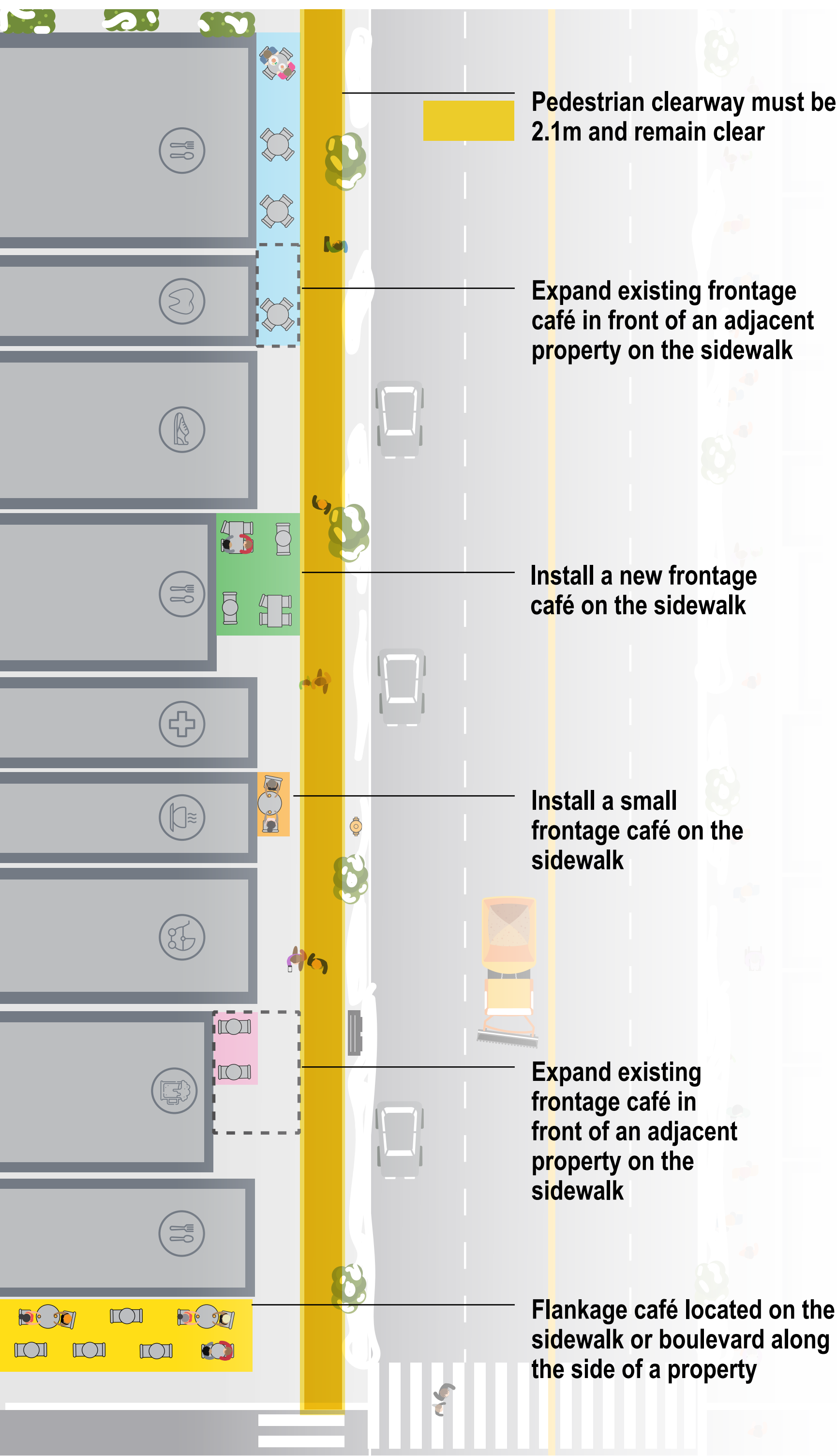
FLANKAGE CAFÉS

- Flankage cafés are located on the sidewalk or boulevard along the side of a restaurant, generally on a local street. This café type requires registration with the City of Toronto and written support from the local Councillor's office

SMALL FRONTAGE CAFÉS

- Cafés located directly against the building
- Maximum size of a small frontage café is 0.8 metres deep by 5.5 metres wide or the width of the establishment frontage, whichever is less
- Must have a planter or similar item with a solid base as a white cane navigation aid to make your café safe for people with low or no vision. Please see page 17 of this Guidebook for more information on how to ensure your café does not impede
- accessibility
- Umbrellas, fencing and enclosures are not permitted for this café type
- This café type does not require registration with the City of Toronto, but must comply
- with CaféTO guidelines and Article 8 of Chapter 742.

Types of Cafés



CaféTO Winter Maintenance Requirements

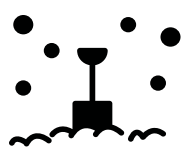
The success of the Winter CaféTO program depends on café operators understanding their winter maintenance requirements. Please review this section carefully.



Removal of Café during Snowstorms

All operators installing cafés on the sidewalk as part of Winter CaféTO must remove all café materials (i.e. chairs, tables, heaters, and umbrellas) from the sidewalk before a snow event that triggers sidewalk plowing. Sidewalk plowing commences at 2cm of snow accumulation.

If café materials remain on the sidewalk, they could be damaged by winter maintenance vehicles, plowed snow, salt, or slush. The City of Toronto or its winter maintenance contractors are not liable for any damage that may occur to a café area or any café equipment by winter maintenance equipment.



Clearing of Snow and Ice

Within 12 hours of snowfall, café operators are required to clear snow and ice from their café area and from the pedestrian clearway adjacent to their café to ensure the space is safe, passable and accessible.

Snow must not be moved into the pedestrian clearway or into the roadway, as this is in contravention with [Chapter 719, Snow and Ice Removal](#).

Operators must also apply de-icing agents, such as salt to the pedestrian clearway in accordance with applicable City standards. Most salt manufacturers include guidelines on packaging for appropriate amounts of salt use and methods of application.



Snow Banks

If a plowing event occurs, the plows may form snow banks. These are not preventable, and operators will be responsible for clearing any snow in their desired café area following a plowing event.

Designing for Accessibility

Pedestrian Clearway

Ensuring accessibility for CaféTO includes meeting requirements from the Accessibility for Ontarians with Disabilities Act (AODA), City of Toronto accessibility requirements and accessibility criteria specific to the CaféTO program. All accessibility requirements are equally important and together they create a CaféTO program that is accessible to all Torontonians.

The pedestrian clearway is the most important area of the sidewalk for the safe, accessible and efficient movement of pedestrians. The sidewalk is how people and customers of all ages and abilities access local shops, restaurants, offices, transit stops and other services, and pedestrians have the first priority for its use. It is everyone’s responsibility to protect the pedestrian clearway.

The pedestrian clearway is a continuous straight path of sidewalk, clear of all obstructions including utility poles, fire hydrants, traffic signals, signs and street furniture. The pedestrian clearway never includes the curb edge, the street furniture zone or a café enclosure area.

For most areas of the City, a minimum pedestrian clearway of 2.1 metres is required. When installing sidewalk cafés, operators must ensure a pedestrian clearway of 2.1 metres is maintained.

Maintaining a minimum pedestrian clearway is essential since a clear and straight path of travel ensures that all pedestrians in your neighbourhood can move unimpeded along the sidewalk, particularly those using mobility devices, strollers and other similar apparatus.

If you do not maintain the minimum pedestrian clearway required, a City of Toronto enforcement officer will require you to adjust your café upon inspection. Café operators that are the subject of repeated complaints may have café permissions removed.



MAKING SIDEWALKS ACCESSIBLE

Do not use the pedestrian clearway to queue patrons awaiting their reservation or table

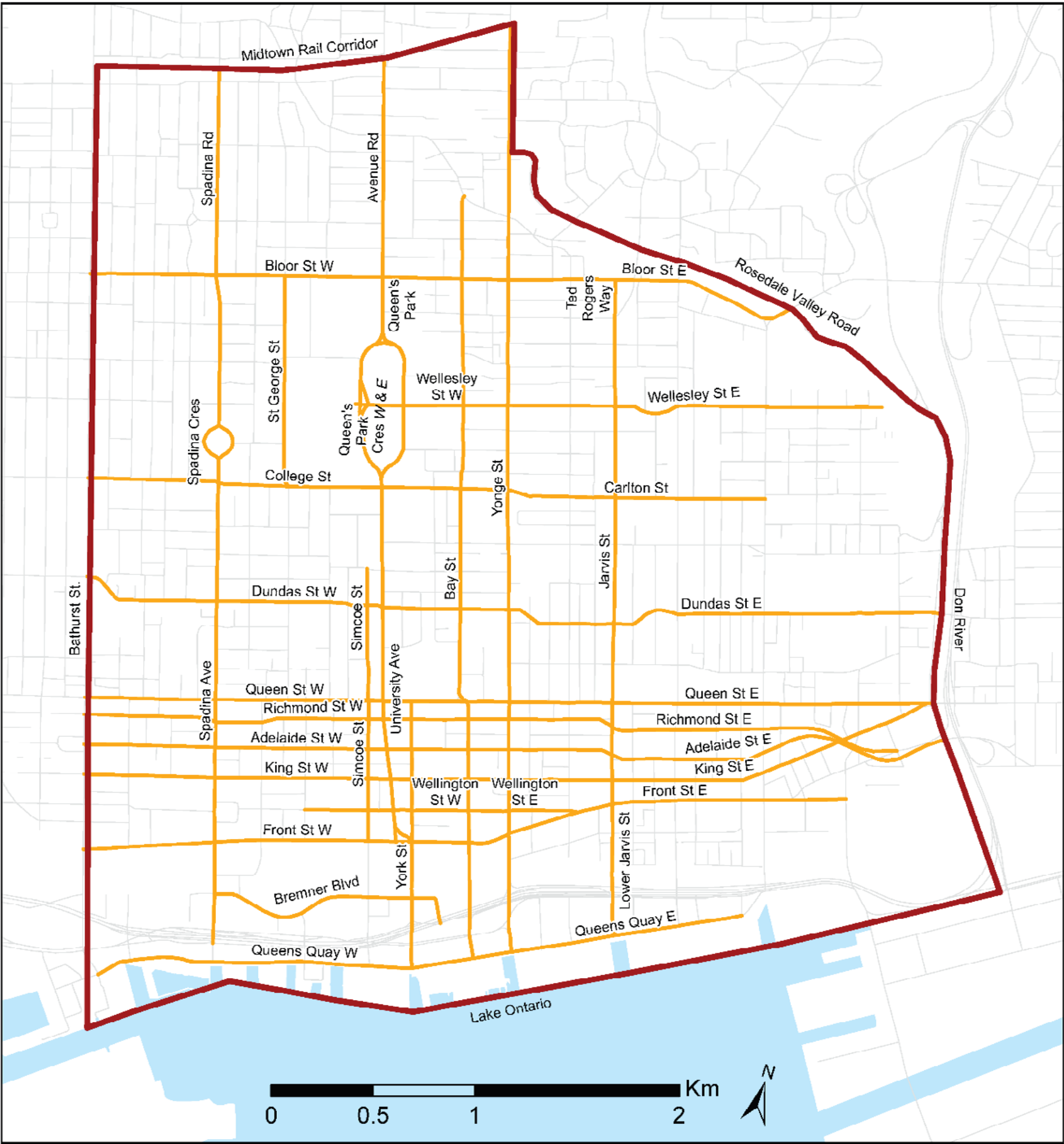
Do not place A-frame signs in the pedestrian clearway

Do not lay electrical wires for any appliances (e.g. heaters, lights) across the pedestrian clearway

Designing for Accessibility

Pedestrian Clearway

Some streets in Toronto’s downtown core have sidewalks that have very high pedestrian volumes and require a wider pedestrian clearway of 2.5 metres. New and expanded sidewalk café operators on streets indicated within the boundaries of the below map where the distance from the building face to the edge of the curb is at least 5 metres must maintain a 2.5 metre pedestrian clearway. A list of affected streets is available on page 41 of [Chapter 742](#).



Downtown Streets Where Wider Pedestrian Clearways Are Required for Sidewalks Wider Than 5 Metres

Legend

- Streets
- Other Streets/Roadways
- Downtown Plan Boundary
- Lake Ontario

Designing for Accessibility

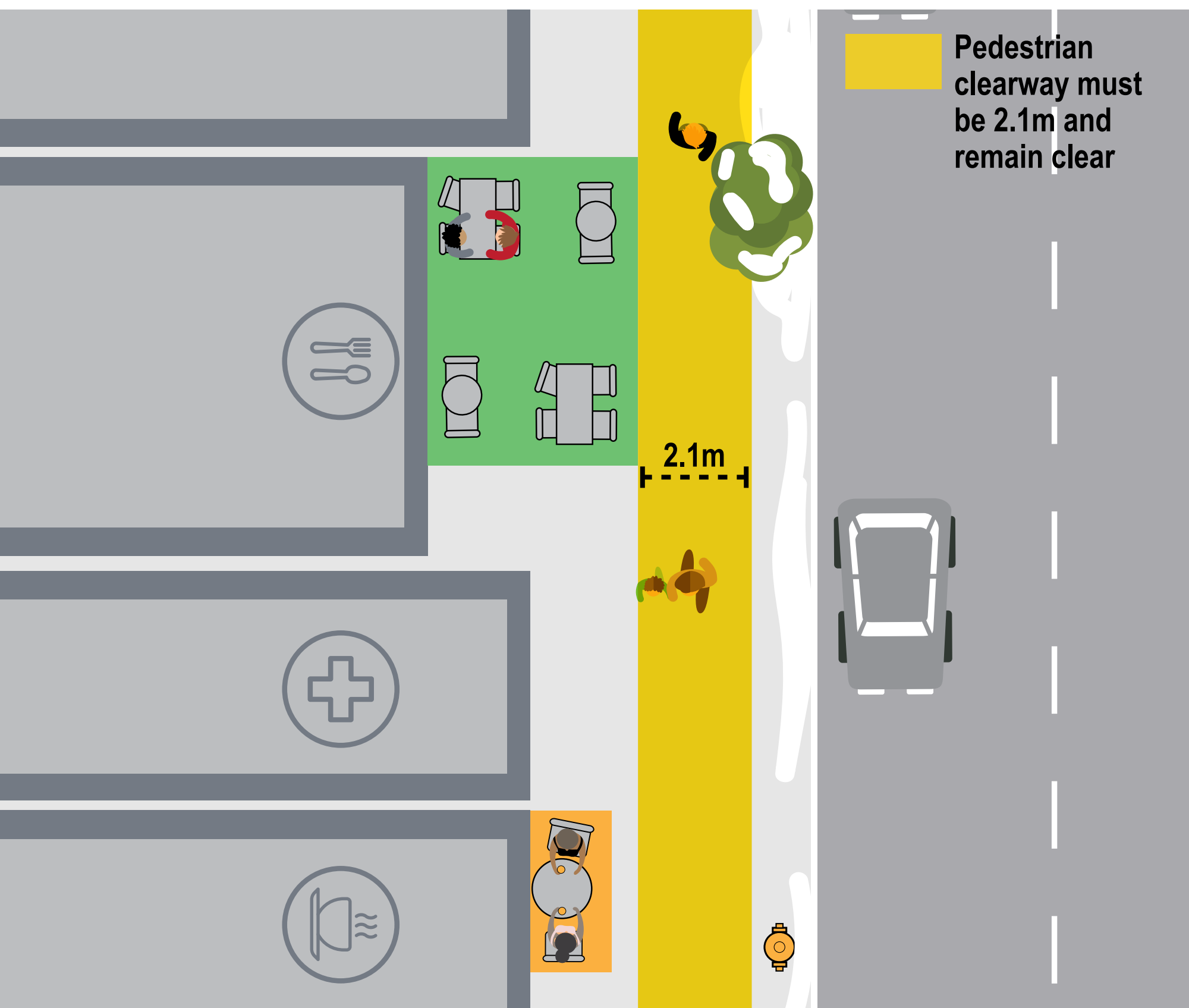
Pedestrian Clearway

How to Accurately Measure the Pedestrian Clearway

The pedestrian clearway must be a straight and unobstructed path of travel. This determines how wide your sidewalk café should be. Ensure you start your measurement from the edge of your café area, including planters, furniture, umbrella stands and other café elements, and continue to the nearest obstruction in the sidewalk (e.g., street furniture, utility pole, tree pit, bike parking). You must include the measurement of a bike for bike racks, a person's legs and feet at a bench, and the measurement for a person in a wheelchair using the accessible ramp at transit stops.

It is also critically important for people with low to no vision and people with mobility issues that a straight path of travel is maintained on the pedestrian clearway. Sharp changes in the pedestrian clearway must be avoided. More information on accurately measuring changes of direction on the sidewalk can be found on **page 27**.

The following diagram indicates the measurements you should use when determining the width of the pedestrian clearway.



Designing for Accessibility

Entrances

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It is important to consider accessibility when designing all aspects of your café area. Please ensure your establishment adheres to the following accessibility standards:

Provide an accessible entrance to your café with a minimum width of 1 metre

Café or customer queuing areas must not impede any existing barrier-free access or sidewalk clearances for people using mobility devices to your establishment or that of your neighbours

Ensure that you maintain barrier-free access and sidewalk clearance for people using mobility devices, especially when considering the placement of your café equipment and customer queuing areas

It is the responsibility of the business owner to comply with the Accessibility for Ontarians with Disabilities Act (AODA) at all times.

Café Furniture and Facilities

Café operators can make several choices that will increase accessibility for all Torontonians in their CaféTO areas. Please consider the following when making decisions about your café elements:

Consider people using mobility devices when determining what type of furniture you will set out in your café area. For example, picnic tables significantly limit the ability for a person using a mobility device to access a surface on which to dine.

When determining seating arrangements in your café area, install some tables with room underneath to accommodate people using mobility devices. Ensure that there are clear routes and maneuvering space for people using mobility devices.

Protruding objects with a small base are particularly harmful. Be cautious with service stands, tables, umbrella bases and other pieces of furniture with tops that extend into the pedestrian clearway.

Advertise whether you have accessible washrooms on your website.

Designing for Accessibility

Temporary Fencing & Delineation

Cane-detectable materials allow people with low vision or no vision using a white-cane to travel more safely on the sidewalk. Cafés on the sidewalk must have planter boxes, fencing or similar items with a solid base as a white cane navigation aid for people with low to no vision and must incorporate the critical accessibility requirements below.

- Planters and fencing must have a base so a white cane can be used to tap along the bottom of the element to determine where to safely walk
- Planter boxes with a solid, detectable base must be spaced no more than 0.3 metre apart, except for the accessible entrance which must be at least 1 metre
- Temporary stanchions should only be used to delineate your café area if they have a solid base and they are spaced 0.3 metres apart to ensure cane-detectability
- Non-solid delineation items (e.g. fencing) must have a lower rail height between 77mm and 150mm above the sidewalk surface
- Free-standing or self-supporting fencing/planters must not create a trip hazard or project into the pedestrian clearway

Additional details about fencing and delineation can be found on **page 19** of this Guidebook.



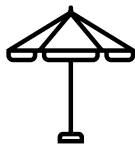
Colour Contrast

Delineation elements like planter boxes and fencing must be a contrasting colour to the sidewalk. In most cases, where the sidewalk is grey, delineation items should primarily be a dark colour (e.g. black or brown) to provide adequate contrast. Red and green can be difficult to detect for people living with colour blindness and should be avoided.

General Requirements

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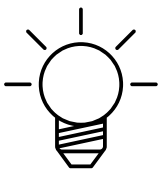
UMBRELLAS



Umbrellas are a source of shade for café patrons and employees, and must be installed correctly to ensure the safety of customers and passers-by.

- The umbrella must be at least 2.1 metres above the sidewalk
- Umbrellas must not protrude into the roadway or pedestrian clearway
- Umbrellas must be properly weighted down to prevent being blown over by wind
- Operators must ensure that snow is removed from umbrellas so that they remain stable
- You must apply and obtain written permission to install a new awning, which is a permanent, retractable canopy attached to the building face
- Tents and Enclosures are not permitted to be installed on the public right of way

LIGHTING



Installing lighting elements can be an important benefit to your café area in the evening. Please ensure your lighting elements comply with the following guidelines:

- Lighting features must be temporary and comply with all applicable safety standards and codes
- Ensure no power cables or lighting elements run over the pedestrian clearway
- Lights must not cast glare for pedestrians, passing road users or nearby properties
- Lights cannot be attached to trees, utilities or other street elements
- Permission has been granted for your power source if it is not your own

ACCESS TO NEIGHBOURING BUSINESSES & HOMES



Ensure doorways and other access points to neighbouring businesses and doorways are not blocked when positioning your sidewalk café.

General Requirements



Café materials must not be placed on top of Toronto Hydro Cable Chambers or Underground Vaults to maintain access for emergency maintenance and ensure that materials are not damaged. More information about distance requirements to hydro elements is available in the **Appendix on page 26**.

NOISE

- Ensure that noise arising from the service of food and alcohol on your outdoor café, including the conduct of your patrons, does not disturb local residents.
- Amplified sound is not permitted in any outdoor dining area
- Despite Chapter 742, all outdoor cafes may permit acoustic performances on their outdoor dining area.
- Noise and live music must comply with [Chapter 591 – Noise](#) and other City and Provincial statutes, by-laws, regulations, orders and guidelines.

WASTE COLLECTION

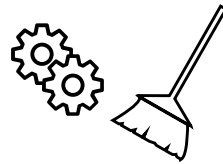
- Restaurants and bars that receive night time waste collection from the City of Toronto should continue to place their bins at curbside on your regular collection night
- If café installation prevents you from placing your bins in front of your establishment, place them communally with your neighbours 3 metres away from the end of the closure area, away from bike lanes and preferably under a streetlight, if possible
- Ensure your location's address is on your bins

FIRE AND UTILITY ACCESS

- Expanded cafés must maintain unobstructed emergency access routes and existing facilities confirming to the Ontario Building Code and the Fire Code
- You must maintain a 1.2 metre clearance from all fire hydrants or fire connections
- Fire hydrants or fire connection must be visible from the street and accessible at all times for Fire Services
- You must allow City officials and other utility providers to access their assets for use or maintenance, including removing café elements if required

General Requirements

MAINTENANCE, CLEANLINESS, ORDERLINESS



Café operators are responsible for:

- Keeping the sidewalk and any other street areas around their café in a clean and sanitary condition
- Clearing debris and trip or slip hazards (e.g., cigarette butts, spilled food or liquids)
- Maintaining dining furniture in good repair
- Ensuring that patrons are not smoking or vaping in the café area, or within a nine metre radius of the perimeter of the café area
- Ensuring no café elements are mounted on or within hard surface street tree openings, panels or grates
- Ensuring that outdoor carpeting, artificial turf or other surface covering is not placed on any portion of the sidewalk or street

REMOVAL AUTHORITY



The City may take enforcement action under Articles 13 and/or 14 of Chapter 742 and, in addition, may immediately remove any café type at the expense of the operator without reporting to Community Council where, in the opinion of the General Manager of Transportation Services, the café does not comply with these guidelines, Chapter 742, other applicable by-laws (e.g. City of Toronto Municipal Code Chapter 591 (Noise)) or other municipal or provincial orders or regulations or the past conduct of the applicant gives the City reason to believe they will not operate in accordance with the law.

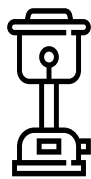
HOURS OF OPERATION



- Sidewalk cafés may serve alcohol until 2 a.m., and **must be vacated by 2:45 a.m.**, unless the operator has a condition imposed on their establishment from Community Council or the AGCO that requires them to close earlier, or unless alternate hours of operation have been imposed under provincial regulations
- Flankage cafés (along the side of your building, and/or on a local road) must be vacated by 11 p.m., which requires the business to have their “last call for alcohol service” at 10:15 p.m. or unless alternate hours of operation have been imposed by Community Council or under provincial regulations

General Requirements

HEATING DEVICES AND FIRE SAFETY



Fueled outdoor heaters may be placed within sidewalk cafés on public property provided manufacturer’s specifications are met and Toronto Fire Services guidelines for placing, storing and operating them in outdoor dining spaces are followed. Operators must ensure that all fire protection equipment is being maintained as per Ontario Fire Code regulations. More information about the safe operation of portable heaters is available in the **Appendix on page 23**.

Open air fires, fire pits or cooking devices (including BBQs) are not allowed within the public right-of-way.

Temporary Fencing Sidewalk Cafés

In addition to essential white cane-detectability requirements noted on **page 14** of this Guidebook, operators installing temporary delineation items (e.g. fencing, planters) in their sidewalk café area must also meet the following guidelines:

- Temporary delineation items must be no less than 0.9 metres and no more than 1.0 metres in height. This includes any and all opaque parts of the fence or planter, including plant material.
- Maintain a barrier-free entrance to your café area of no less than 1 metre in width.
- At least 1.2 metres from any fire hydrant or fire connection.
- Delineation elements must not be attached to street trees, sidewalk elements or utilities. Drilling into or otherwise affixing items into the surface of the sidewalk and/or roadway is prohibited
- Free-standing and self-supporting delineation items must have a stable base or have self-supporting footplates. Any delineation items, including their supports, must not create a trip hazard or project into pedestrian clearway.
- No roofs, roof supports, retractable roofing, poles, pergolas, arches, trellises, tents, or tent-like structures are permitted, whether constructed of rigid or pliable materials, including any decorative items



Patios on Private Property

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OUTDOOR PATIOS LOCATED ON PRIVATE PROPERTY

Outdoor patios associated with bars, restaurants and cafés are often located on private property. You do not need permission from the City, if you can accommodate a patio for your establishment entirely on private property and meet the regulations of the zoning by-law.

Outdoor patios on private property are regulated by the City's zoning by-laws. Many of the zoning rules are intended to manage potential conflicts between outdoor patios and other nearby properties. [Zoning By-law 569-2013](#) is a harmonized zoning by-law that applies across the entire city. There are also many properties in Toronto where the city-wide by-law does not apply. These properties are subject to the [former municipal zoning by-laws](#) of one of the six pre-amalgamation municipalities.

The City of Toronto has enacted temporary use zoning by-laws to permit larger outdoor patios than would otherwise be permitted and to ease some other restrictions. These temporary use by-laws are anticipated to be in effect until April 14, 2022.

The Province of Ontario is temporarily allowing current liquor licence holders to serve alcohol outside of their officially licensed area without a temporary extension application to the AGCO. It is the operator's responsibility to ensure compliance with all [AGCO regulations](#) and adhere to any conditions on your liquor sales licence.



Patios on Private Property

ZONING REGULATIONS FOR OUTDOOR PATIOS

Zoning permissions for outdoor patios can vary depending on the zone, unique circumstances of a property, or which zoning by-law is in force.

At this time, a restaurant, bar or café that is located in a mixed use, commercial or employment zone can usually operate an outdoor patio without any special zoning permission. In most cases, your patio will need to meet the following rules:

SIZE

You can install an outdoor patio on the ground that has an area up to 50% of the interior floor area of your establishment, or 50 square metres, whichever is greater. (If the patio is above the first storey – such as on a rooftop – the maximum size is 30% of the interior floor area of your establishment, or 30 square metres.)

SETBACK

An outdoor patio must be set back at least 30 metres from all properties in a residential zone. If the patio is located above the first storey (for example, on a rooftop), the required distance increases to 40 metres.

PARKING

The outdoor patio can occupy parking spaces, provided those parking spaces are not accessible parking spaces or parking spaces that are required for a residential use. This means commercial plazas across the City can now easily install outdoor patios.

ENTERTAINMENT

An outdoor patio may not provide entertainment, such as performances, music or dancing.

FENCE

If your property abuts a residential property, a fence must be installed along the portion of the outdoor patio parallel to the property line.

These permissions will apply to most outdoor patio installations located on private property. If elements of your patio proposal are not addressed in this guide or you would like verification that your specific proposal complies with the zoning by-law, you may request a [Preliminary Project Review](#) prior to the installation.

If your outdoor patio proposal is located entirely on private property, complies with the zoning by-law, and does not incorporate any structures that require a building permit, then you do not need to obtain City permission prior to the installation. If you are a tenant of the property, you may require permission from your landlord.

If your property is located on both private property and the public right-of-way, your outdoor patio will need to comply with the zoning by-law as well as the regulations in the CaféTO program.

TREES

Significant trees on private property are protected under Chapter 813 ([Private Tree Bylaw](#)). If you wish to injure or remove a protected tree you must obtain a [permit](#) under the Private Tree By-law

Temporary Tents²² & Building Permits

Temporary tents and structures may be possible on private property but may require a building permit.

- To meet current public health regulations, an area that is covered by a roof, canopy, tent, awning or other element, must have at least two full sides open to the outdoors and cannot be blocked by other walls or physical barriers.

A building permit for a temporary tent is not required if the tent is:

- Less than 60 square metres in aggregate ground area
- Not attached to a building
- Constructed more than 3 metres from other structures (per [Ontario Building Code](#))

Tents may not obstruct required exits from buildings nor obstruct any fire access route. These requirements may change and operators must comply with all City and provincial statutes, by-laws, regulations, orders and guidelines.

For more information on building permits and regulations:
Call: 416-397-5330 Monday to Friday 8:30 a.m. to 4:30 p.m.,
or by visiting the Toronto Building [website](#).





TORONTO FIRE SERVICES PORTABLE HEATER GUIDELINES

Your portable heating appliance must:

- Be certified by CSA/ULC
- Meet the requirements of TSSA Act 2000
- Be designed for outdoor use only
- Have an anti-tilt feature that automatically shuts off the heater
- Be free-standing, with a minimum height of 160 cm (65 inches)
- Table top heating appliances are not permitted

DO install

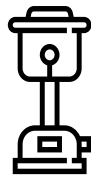
your portable heating appliance:

- On a non-combustible solid surface (e.g. not on grass or uneven sidewalk)
- With a minimum of 1 metre (3 feet) clearance from the base of the unit to any combustible material

DO NOT install

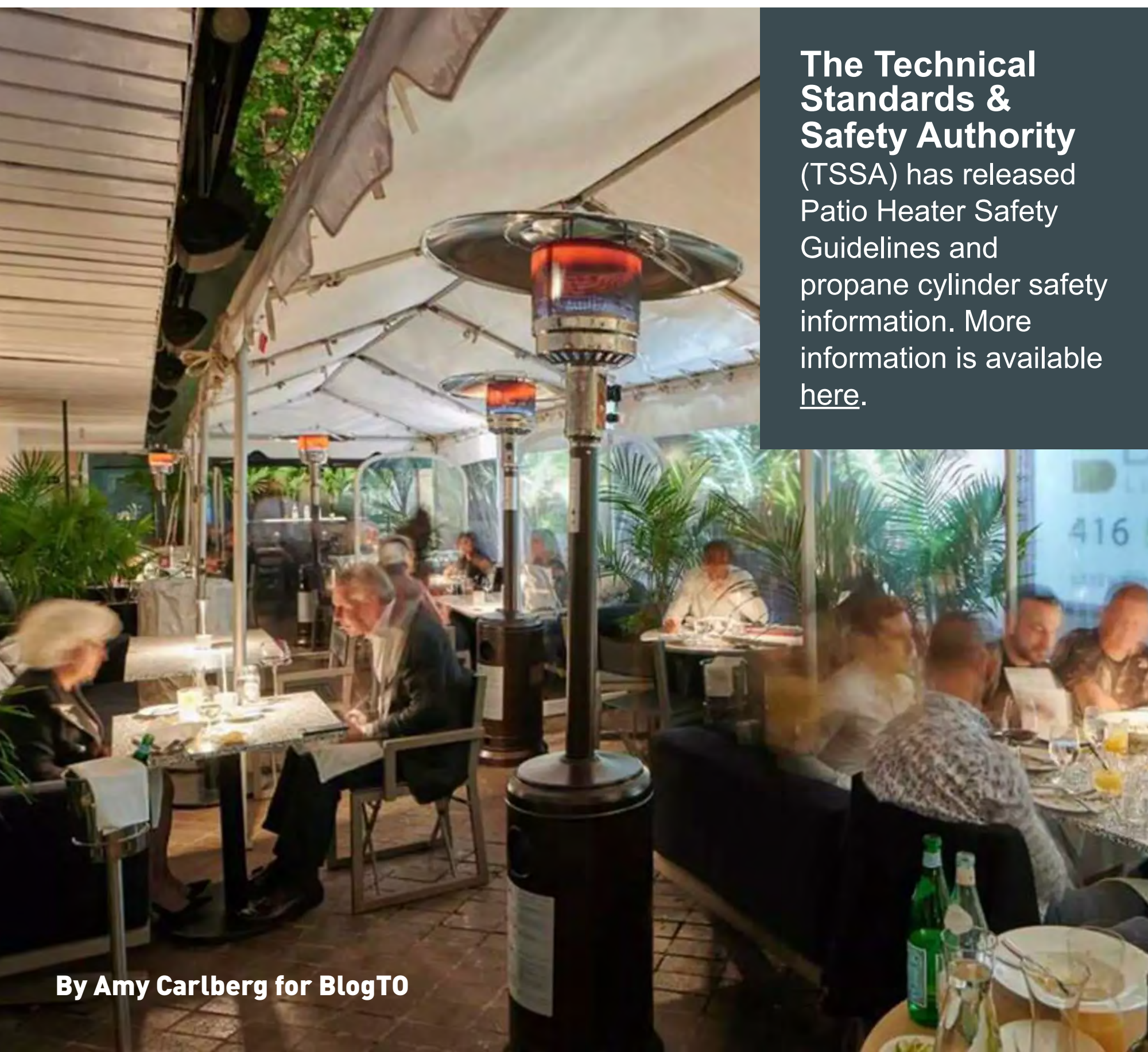
your portable heating appliance:

- In windy conditions. Wind negatively impacts efficiency and can create a hazard if the unit is blown over
- Under fire escapes
- Within a means of egress or adjacent to a sidewalk
- Near a combustible structure
- Adjacent to or otherwise obstructing firefighting equipment like fire hydrants or connections
- Within the Tree Protection Zone of any trees. For more information or to request an exception, please contact your district Tree Protection and Plan Review office [here](#)
- Near or attached to any utilities or other street elements
- If electrical wires need to be placed on the pedestrian clearway



FUELED HEATING APPLIANCES

- If you choose to use a propane or other fueled heating appliance, please follow these specific safety guidelines:
- Do not store the unit indoors
- Keep a maximum of one (1) day's supply of propane on site
- Storage of additional cylinders (including cylinders in cages) is not permitted in public thoroughfares or sidewalks)
- The maximum allowable propane tank size is a single 9 kg (20 lb) tank (approximately 10 hours of operation)
- Do not move portable heaters while the flame is still open. Ensure the gas supply is properly shut off and the unit is cool before relocating
- Follow all manufacturer safety requirements for the safe transportation, operation and storage of fuel



The Technical Standards & Safety Authority (TSSA) has released Patio Heater Safety Guidelines and propane cylinder safety information. More information is available [here](#).

TORONTO HYDRO REQUIREMENTS

When installing cafés on the sidewalk or street, there are distance requirements that must be maintained from Toronto Hydro structures and equipment to ensure that Toronto Hydro staff can conduct maintenance or make emergency repairs.

Hydro Clearances	FIXED Café Elements*	TEMPORARY Café Elements*
Structure Type	Minimum Clearance	
In Ground Cable Chamber (maintenance holes) • <i>measured from lid edge</i>	2.0 metres	0.3 metres
In Ground Hydro Vault (rectangular grates /steel covers , usually on sidewalks) • <i>measured from perimeter</i>	1.0 metres	1.0 metres
Padmount Transformer or Switchgear (e.g. above ground green box on concrete pad)	3.0 metres	3.0 metres
Distribution Pole (no lighting)	0.6 metres	0.3 metres
Street Lighting Pole	0.6 metres	0.3 metres
Guy Wire/anchor	0.6 metres	0.3 metres

* Temporary cafe elements include items like tables, chairs and umbrellas.

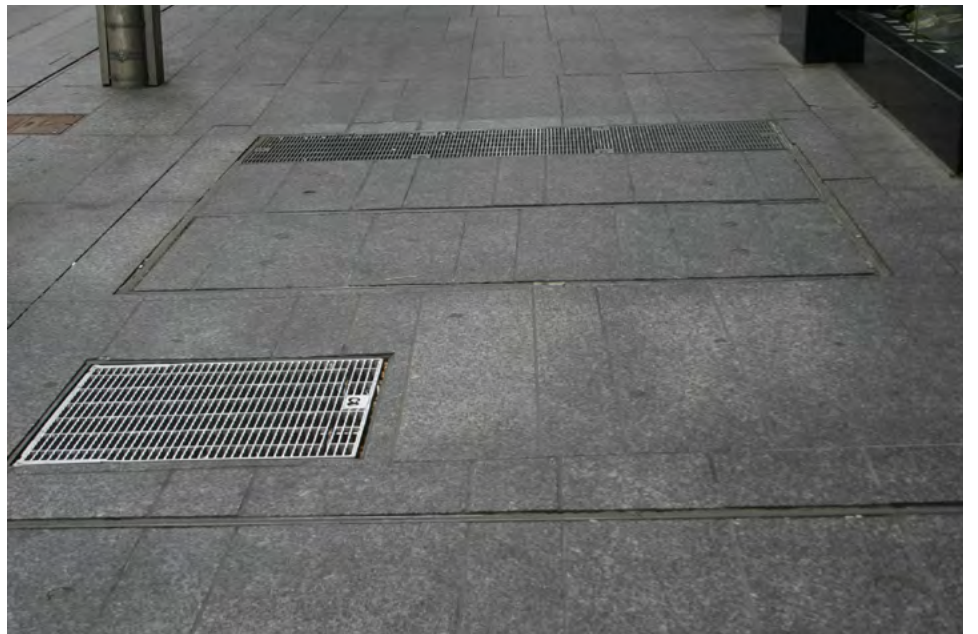
* Fixed cafe elements include items like platforms, fencing and planter boxes or other elements over 20 kg.

TORONTO HYDRO REQUIREMENTS

Examples of Toronto Hydro structures and equipment:



Cable Chamber



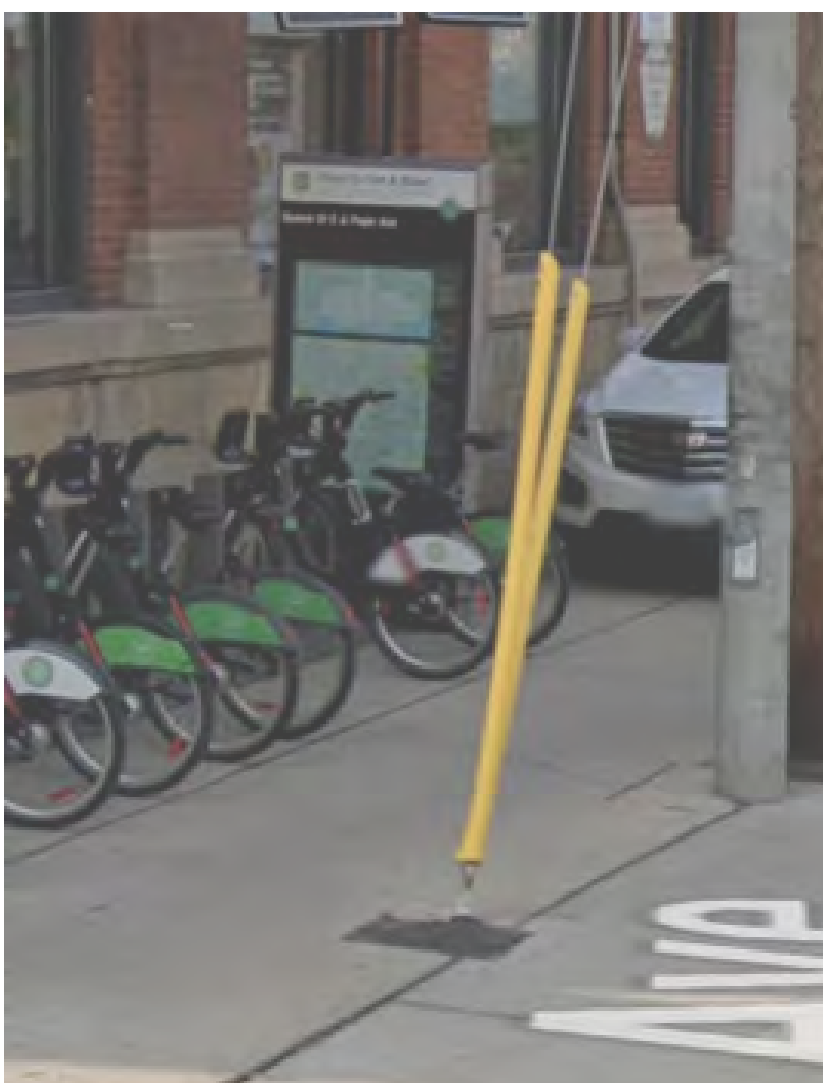
Hydro Vault



Padmount Transformer or Switchgear



Distribution/Street Lighting Pole



Guy Wire/Anchor

Carefully review this information and ensure that your café materials are placed the appropriate distance from Toronto Hydro structures and equipment.

Notes:

- CaféTO participants will generally need to follow the set-back guidelines for “Temporary Café Elements” as no equipment should be affixed to any element in the right-of way
- Cable chambers, distribution poles and street lighting poles are very common and include BIA street lighting elements

MEASURING SIDEWALK DEVIATION

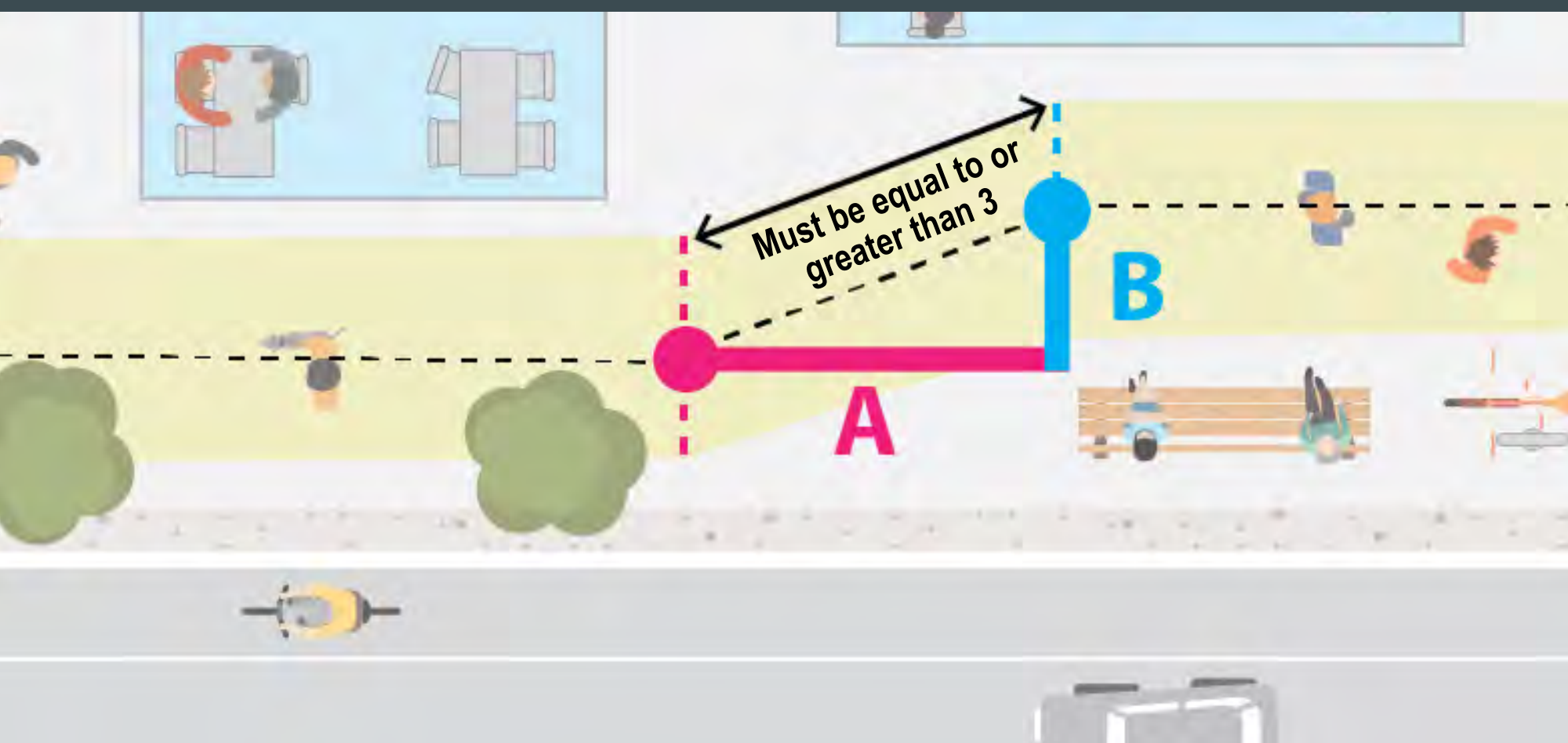
You must pay attention to the location of your café equipment in relation to other elements on the sidewalk, including neighbouring cafés. Ensuring that the pedestrian clearway path does not vary by more than 20 degrees is critical for accessibility for people with low to no vision and people with mobility issues and is an important component of Chapter 742.

To ensure your café area does not impose a change in direction of the pedestrian clearway of more than 20 degrees, you will need a tape measure and something to mark measurement points (a stone, a chalk mark, etc.). Then follow the steps and refer to the diagram below to determine whether a direction change of more than 20 degrees has been created.

- Measure A (pink line) and B (blue line)
- A begins at the start of the deviation, and in the centre of the clearway. It ends where it meets B
- B begins at the centre of the clearway and goes across the clearway, perpendicular to the path of travel. It ends where it meets A
- Use a calculator to divide the A by B ($A \div B =$)
- If the result is **equal to or greater than 3**, then no action is required
- If the result is **less than 3**, take action that will either reduce B (blue line) or lengthen A (pink line). After, calculate the above measurements again to make sure the new result is equal to or greater than 3

CaféTO staff can provide more information about sidewalk deviations by emailing cafeTO@toronto.ca

If the deviation is pointing in the other direction, mirror the lines and make sure **A is always parallel to the path of travel and **B** is always perpendicular to the path of travel.**



ToGoToronto



Now accepting restaurant registrations



Add your restaurant to Destination Toronto's ToGoToronto.com, a free listing of Toronto restaurants that are open for safe takeout, delivery and patios as public health restrictions allow. The platform was created by Destination Toronto in partnership with the City of Toronto to continue to support the economic recovery of the restaurant community.

CaféTO Contact Guide

If your business is located in a Business Improvement Area (BIA), you can contact your local BIA representative for questions about CaféTO areas. A list of BIAs and individual representative contact information is available [here](#)

Email cafeto@toronto.ca for questions about:

- Registration including approvals and status
- CaféTO guidelines, including accessibility concerns

Email biaoffice@toronto.ca for questions about:

- Communication with Business Improvement Areas, streetscape areas, and administering café enhancement grants to BIAs

Email businesssto@toronto.ca for questions about:

- Support for individual restaurant and bar owner/operators, including potential cultural enhancements, winter enhancement opportunities and public consultation opportunities

Email parkbusiness@toronto.ca for questions about:

- Administration, installation and enforcement of cafés located adjacent to hard-surfaced park space

Contact [Toronto Building](#) for questions about plans for temporary or permanent structures on private patios or cafés (to ensure they comply with the Ontario Building Code), local [Zoning By-laws](#) and other applicable laws and issues related to building permits where required.

More information on building permits and regulations is available by calling 416-397-5330 Monday to Friday 8:30 a.m. to 4:30 p.m. or by visiting the [Toronto Building](#) website.

Contact the appropriate [Community Planning Manager](#) for individual patios that need special zoning permission on a temporary basis, beyond what is described in this Guidebook.

Contact dinesafe@toronto.ca or 416-338-7600 for questions about provincial public health orders, as well as food establishment and food safety inspections under the [DineSafe](#) program.

Contact 311 Toronto for more information about the CaféTO program, or to submit Service Requests to appropriate City divisions related to café operations, including complaints/concerns about accessibility.

CaféTO

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