

COVID-19 Guidelines

The Toronto Dance Foundation

October 5, 2021

Reporting Workplace Outbreaks to Toronto Public Health

On January 4, 2021, Toronto's Medical Officer of Health issued a [Letter of Instruction](#) to all TDF in the city of Toronto permitted to be open under the *Reopening Ontario Act*. We are required to take the additional measures set out in this Letter to reduce the spread of COVID-19.

Reporting cases of COVID-19 to reduce virus spread.

- As a part of our role as a designated Public Health Unit in the Province of Ontario, TPH is made aware of all individuals in the city of Toronto who test positive for COVID-19.
- As a part of its case and contact management process, TPH staff interview each person with COVID-19 as soon as possible to ensure that they are self-isolating, and to help them identify people who may have been exposed to the virus while they were contagious.
- Immediately reporting two or more COVID-19 cases within the workplace will help TPH investigate clusters of COVID-19 cases in the workplace in order to:
 - determine if the infection was acquired at the workplace;
 - assess the risk of transmission to others; and
 - provide timely advice to TDF to ensure the health and safety of others is protected.

The Toronto Dance Foundation (TDF) must immediately notify Toronto Public Health when they become aware of two or more people who test positive for COVID-19 within a 14-day period in 80 Winchester Street, Toronto.

TDF will also be included in notifications to Toronto Public Health when Toronto Dance Theatre (TDT) or The School of Toronto Dance Theatre (STDT) become aware of two or more people who test positive for COVID-19 within a 14-day period in their workplace.

TDF will report any work-related illness and exposures to the Ministry of Labour, as required under the Occupational Health & Safety Act.

If an employee has COVID:

1. If an employee develops symptoms at work, they will be isolated in the greenroom if feeling unwell. Employees will be advised to remain at home and immediately self-isolate. TDF will reimburse an employee for taxi (Uber, Lyft etc...) charges for travel to their home.
2. We encourage them to make an appointment for a COVID-19 test. TDF will reimburse an employee for taxi (Uber, Lyft etc...) charges for travel to and from the testing facility.
3. We will confirm the employee is self-isolating at home for 10 days counting from the day their symptoms started.
4. An employee without symptoms will be instructed to self-isolate if they test positive for COVID-19. They must stay home for 10 days starting from the day they had the COVID-19 test.
5. Employees who have a weak immune system (e.g. they are receiving cancer treatment), or who were hospitalized with severe COVID-19 illness, must self-isolate for 20 days or longer.
6. TDF will confirm when the employee's symptoms started. And determine if the employee was contagious while at work.
 - a. *A person with COVID-19 is contagious from two days before their symptoms appear until 10 days after their symptoms started.)*
 - b. *If someone tested positive for COVID-19 but did not have symptoms, they are contagious two days before their test and up to 10 days afterward.*
7. TDF will immediately contact TDT and STDT via phone or text to inform the managing directors.
8. Close contacts of the contagious employee(s) will be identified.
 - a. *Close contacts may include staff, visitors or renters who were within two metres/six feet of the employee who has COVID-19, with or without a mask, for approximately 15 minutes or more, or who had direct contact with that individual when they coughed or sneezed.*
9. TDF maintains a daily email log to support contact tracing using the Ontario web based applications. Employees are requested to use this prior to leaving home and travelling to the workplace. Studio and theatre renters will be required to follow the same process.
10. Building visitors, contractors and those experiencing a problem with online screening may use the paper screening form located in the building lobby.
11. We keep a log of all employees and patrons by date and email time of receipt.
12. This information, along with information from TDT and STDT will be provided to Toronto Public Health.
13. TDF keeps all employees' and patrons' personal health information (as it pertains to COVID screening) private.

14. TDF will use the daily email log as well as TDT and STDT logs to identify the employees and patrons who were in close contact with any employees who test positive for COVID-19.
15. Toronto Public Health can be reached at 416-338-7600 to provide more guidance on what to do if an employee tests positive for COVID-19.
16. TDF will provide information about the persons who tested positive and their close contacts in a timely manner to help stop further spread of COVID-19.
17. Touch areas and common surface area will be disinfected.
18. The building will be prepared for shutdown and arranged with TDT and STDT.
19. TDF will close the building to all but emergency access for 72 hours after which period the building re-open.
20. Persons believed to have been exposed will be required to follow the 10 day isolation protocol.

On January 4, 2021, Toronto's Medical Officer of Health issued a [Letter of Instruction](#) to all TDF in the City of Toronto permitted to be open under the *Reopening Ontario Act*. TDF permitted to be open are required to take the additional measures set out in this Letter to reduce the spread of COVID-19.

- Create and maintain the TDF safety plan using the [COVID Safety Plan Checklist](#).
- Most of the foundation's work requires our employees to be on-site at the workplace.
- The number of persons occupying any room is under the control of TDT and STDT while at the workplace and will not exceed the capacity as determined by provincial regulations.
- The number of persons occupying any room is under the control of TDF when providing theatre and studio rentals as well as TDF offices and maintenance areas. While at the workplace this number will not exceed the capacity as determined by provincial regulations.
- Provide staff training on the required public health measures.
- Schedule frequent cleaning and disinfection of high-touch items, surfaces, and washrooms.
- Inform staff, clients and customers about actions you are taking to keep everyone safe.

Review the [Guidance for TDF on Managing COVID-19 in the Workplace](#) to plan and implement protocols to keep staff, tenants, students and visitors safe.

Health Screening for Staff and Customers

The person responsible for the business or organization must comply with any advice, recommendations, and instructions issued by the Office of the Chief Medical Officer of

Health on screening [employees and patrons](#) ([O Reg 82/20](#)).

Note changes to screening tool: Individuals living with someone who has any new COVID-19 symptoms and/or is waiting for COVID-19 test results after experiencing symptoms must stay home until COVID-19 is ruled out.

- Staff must complete a health screening questionnaire before each shift. The questions can be completed on paper, online or by asking staff directly.

- Online screening can be completed prior to entering the workplace using the [provincial screening tool for workers and employees](#).
- In-person screening can be completed on paper using the TPH [staff screening questionnaire](#) (also available in [other languages](#)).
- Screening should occur before or when a worker enters the workplace at the beginning of their day or shift, or when an essential visitor arrives.
- Designate an area outside, near the main entrance, as a screening station for in-person screening.
 - The area should be clearly identifiable as the screening station.
 - Post [signs](#) in visible locations clearly explaining the screening process and conditions for entry.
 - The area must allow for a minimum of two metres/six feet distance between staff conducting screening and the individual being screened. Alternatively, a protective barrier (e.g. plexiglass) may be equipped around the screening station.
 - If physical distancing or a barrier is not possible, staff conducting the screening should wear appropriate personal protective equipment (e.g. surgical mask, face shield).
 - Use visual markers/cues (e.g. tape on the floor, pylons, signs) as a guide for physical distancing for staff, person being screened and persons waiting to be screened.
- Temperature checks are not required, nor recommended.
- If staff become sick with [COVID-19 symptoms](#) while at work, they should go home right away and [self-isolate](#). Instruct them to call Telehealth at 1-866-797-0000, their health care provider or an [Assessment Centre](#) to get tested.
- Ask all clients and customers to self-screen for COVID-19 symptoms prior to entry to your workplace or business.
 - Display [posters](#) at entrances informing people that they must not enter if they have symptoms.
 - Clients and customers can also be asked to complete the [provincial screening tool for customers](#) online prior to entering a place of business.

Staff Attendance and Operations

- TDF must enable and support workers to work remotely wherever possible, and accommodate household needs related to virtual education and dependent care.
 - Cancel or hold virtually all in-person activities that are discretionary.
 - Host virtual meetings.
- Keep a list of the names and contact information of all staff, workers and essential visitors who enter the workplace, including for in-person meetings or events. This will support contact tracing.

- This information must be kept for 30 days and then shredded.
- This information must be provided to Toronto Public Health upon request.

Note: Some businesses which have patrons entering for [limited exceptions](#) are also required to maintain contact information for all patrons/visitors who enter their facility, including:

- Community centres and multi-purpose facilities
- Concert venue, theatre, cinema (for performers)
- Indoor and outdoor sports and recreational fitness facilities
- Public libraries
- Remind staff about the importance of staying home when they are sick and reporting illness to their supervisor/manager.
- Make plans to operate with different levels of employee absenteeism due to illness, ill-dependants, or for child care during school closures.
- Plan business functions, jobs, roles and critical elements within your business that are essential or critical when public health restrictions are in place, or if staffing levels are reduced.
- Non-essential work travel should be avoided.
- Travellers entering Canada must self-isolate for 14 days after they return from travel anywhere outside of Canada, including the United States.
- Healthy individuals that cross the border and are performing [an essential job or](#)

[function](#) are exempt from self-isolation under the Quarantine Act, but they must [self-monitor for symptoms](#).

For more information on travel restrictions, visit the [Government of Canada](#)

[website](#).

Prepare for staff reporting sick

- Have a flexible sick policy so staff do not come to work when they are ill.
 - Ensure that all employees are aware of the income replacement and workplace-related benefits they are entitled to if they have to isolate due to symptoms of COVID-19, being tested for COVID-19, or being a close contact of someone with COVID-19. They may also be eligible for [Canada](#)

[Recovery Sickness Benefit \(CRSB\)](#).

- Use the [staff screening questionnaire](#) (p. 2) to determine when it is safe to return to work.
- Toronto Public Health does not recommend that TDF require clearance testing or doctor's notes for return to work.
- Review the [Guidance for TDF on Managing COVID-19 in the Workplace](#) to know what to do if an employee tests positive for COVID-19.

Promote Physical Distancing

- TDF are required to ensure that physical distancing of at least two metres/six feet takes place by staff throughout the workplace and during eating and rest periods (e.g., lunchrooms, change rooms, washrooms).
 - Masks and physical barriers provide added layers of protection, but are not substitutes for physical distancing.
- Limit the number of staff and contractors present at the workplace at any given time.
 - Enable flexible work hours and schedules.
 - Stagger work shifts and breaks to reduce gathering in common areas (e.g. entrance, lunch room, locker room).
 - Assign staff to groups that are physically separated in different areas or have rotating schedules, if possible, so that groups do not mix at any time.
 - Assign workstations and equipment to a single user if possible, or limit the number of users.
 - Post signs with the number of people allowed into the premise and within each room/space.
- Minimize instances of more than one individual in a vehicle for driving associated with work. If unavoidable, ensure face coverings are worn in the vehicle (preferably medical masks), and drive with the windows open.
- Encourage staff who carpool to limit the number of passengers in their car, not to drive or ride if they are sick, and to follow public health [guidance for taxis and ride-share vehicles](#).

Limit capacity

- Businesses and facilities open to the public must limit the number of persons in the facility so that:
 - Members of the public are able to maintain at least two metres/six feet physical distancing from people they don't live with, and
 - The total number of members of the public does not exceed 50% capacity.
- 50% capacity can be calculated by taking the total square metres of floor space accessible to the public (excluding shelves and fixed structures) and dividing that number by 8.
- Some retail businesses are required to limit capacity to 25%. See [sector specific guidance](#) for details.

Modify services and space to promote physical distancing

- Modify services to reduce the number of customers present at the same time:
 - Provide services online or by phone whenever possible.
 - Offer mail, product or curbside delivery, and follow contact-less delivery practices.
- Modify and manage the physical space to promote physical distancing:
 - Install one-way walkways to reduce close physical interactions.
 - Remove surplus furniture and supplies from rooms and walkways to allow ease of movement while maintaining physical distancing.

- Move or tape off furniture in lunch rooms, meeting rooms, etc. so staff or customers cannot sit within two metres/six feet from each other.
- Close off alternate work stations and/or customer service windows/check-outs where physical distancing cannot be maintained.
- Use visual markers (e.g. tape on the floor, pylons, signs) to remind people where to stand to keep two metre/six foot distance from others (e.g. on a production line).
- Implement **physical barriers** (e.g. plexiglass), when physical distancing is not possible.
 - The height of the barrier should take into account the tallest user and should consider the user's breathing zone, which generally extends 30 centimeters or 12 inches around (and above) the mid-point of a person's face.
 - Physical distancing is always preferable to the use of barriers.
- Use outdoor space whenever possible.
- Manage employee and customer lines. Operators are required to ensure that customers maintain two metres/six feet physical distance from others and wear a mask or face covering while in line.
- Post **physical distancing** signs at all entrances, employee rooms, elevators, and public areas (e.g. cashiers, service counters).

Encourage Hand Hygiene and Respiratory Etiquette

- Post **Wash your Hands**, **Cover your Cough**, **Protect Yourself** signs in high traffic areas.
- Ensure hand sanitizer (70-90% alcohol concentration) and hand-washing facilities are provided in work and rest areas throughout the facility.
- Ensure an adequate supply of liquid soap, paper towel, hand sanitizer, tissues, and waste receptacles throughout the workplace, and in washrooms.
- Glove use is not a substitute for proper hand hygiene.
 - If gloves are used, it is important to change them every hour, or more often, as necessary (e.g. when changing tasks).
 - Hands should be washed and/or sanitized between changes.
 - When gloves are removed, new gloves must be used each time.
- Educate staff on proper **hand hygiene** and **respiratory etiquette**.

Enhance Cleaning and Disinfection

- Implement rigorous and frequent environmental cleaning and disinfection in all high-touch areas and areas that are accessible to the public, including washrooms, check-out counters, concession stands, and other high-touch surfaces, such as doorknobs, elevator buttons, etc.

- Cleaners break down grease and other organic material from surfaces. Most regular household cleaning products are effective at reducing the amount of germs on surfaces.
- Disinfectants kill germs that remain on surfaces even after cleaning.
- Clean and disinfect high-touch surfaces at least twice a day and more frequently as needed. High-touch surfaces include items such as door handles, counters, cabinet doors, elevator buttons, light switches, faucets, toilet handles, hand rails, touch screen surfaces, and keypads.
- Equipment and tools that must be shared should be cleaned and disinfected regularly, including between users (e.g. cashier's stations, machinery). If staff are separated into assigned groups, clean and disinfect shared spaces between rotating groups.
- Review Public Health Ontario's [Cleaning and Disinfection for Public](#)

[Settings](#) fact sheet.

- Look for cleaning and disinfectant products with an 8-digit Drug Identification Number (DIN) to confirm it is approved for use in Canada.
 - Refer to Health Canada's [list of hard surface disinfectants for use against COVID-19](#).
 - Check the expiry dates of products and always follow manufacturer's instructions.
- Cleaning/disinfection wipes should only be used for surfaces, and according to the manufacturer's instructions.
- Ensure adequate ventilation when using products (e.g. open windows, doors, or use fans).
- Thoroughly wash hands with soap and water immediately after cleaning the setting.
- Educate staff on [how to maintain a clean workplace during COVID-19](#), including:
 - Proper use of cleaning agents and disinfectants, including required disinfectant contact times (amount of time that the product needs to remain wet on a surface to work effectively).
 - Safety precautions and requirements for use of mask and gloves.

Masks/Face Coverings for Staff, Clients and Customers

The use of non-medical masks or face coverings is required in all indoor public spaces,

under a new City of Toronto [bylaw](#) and [O. Reg. 82/20](#).

- The City bylaw requires that businesses with indoor spaces that are open to the public must develop a policy on the wearing of masks. Use the [Mask By-law Checklist and Sample Policy](#).
- Operators must ensure that any person in the indoor area of the business or organization, or in a vehicle that is operating as part of the business or

organization, wears a mask or face covering in a manner that covers their nose, mouth and while they are in the indoor area.

- Mask/face coverings do not need to be worn by employees in indoor areas if:
- the area is not accessible to members of the public, and
- employees are able to maintain a physical distance of at least two metres/six feet from every other person.
- Not all clients or customers are able to tolerate a mask and may be [exempted](#). For example, masks should not be used by children under age two, and anyone who has trouble breathing.
- Other [exemptions](#) include temporary removal of a mask to receive certain services (e.g. during a dental exam) and for emergency or medical purposes.
- Consider alternative ways to provide services to those who are unable to wear a mask (e.g. provide services at the end of the day when other customers are not present, use barriers such as plexiglass, and maintain physical distance when possible).
- If possible, provide disposable masks for clients or customers who have not brought their own.
- Train staff on these new requirements, including who is exempt and the [proper](#)

[use of a cloth mask or face covering](#) .

Personal Protective Equipment

- Appropriate personal protective equipment (PPE) that covers the eyes, nose and mouth must be worn if, while providing service in an indoor area, the person:
 - is required to come within two metres of another person who is not wearing a mask or face covering; and
 - is not separated by plexiglass or some other impermeable barrier from a person described above.
- PPE may be required for other roles within the workplace (e.g. first aid attendant). The employer must determine when and what PPE is required, and ensure that it is worn by workers.
- If physical distance and separation via a physical barrier cannot be maintained, workers should have PPE consisting of surgical/procedure mask and eye protection (goggles or face shield).
- Train employees on how to [don and doff PPE safely](#) .

Maintain Heating, Ventilation and Air Conditioning (HVAC) Systems

- Conduct or have the property owner or landlord conduct a regular review of HVAC systems to ensure it operating properly.
- Consider consulting an HVAC specialist to determine if the HVAC system is suitable for the type of setting, type of activity, number of occupants, and the length of time the space is occupied.

- Increase the introduction and circulation of outdoor air by maximizing the outdoor air ratio of the HVAC system settings, or by opening windows and doors, where possible. Avoid recirculating air.
- Where provided, use the highest efficiency filters that are compatible with the HVAC system.
- Increase air-exchanges if possible.
- Keep areas near HVAC inlets and outlets clear.
 - Seating should be arranged away from areas with high airflow (i.e. not in front of air vents).
- Facilities without HVAC systems should increase ventilation by opening windows and doors. However, do not open windows and doors if doing so poses a safety risk to staff and customers.
- Rooms where ceiling fans are used should have an upward airflow rotation.
- If portable fans are used, limit the blowing of air across people and surfaces by positioning them to provide an upward movement of air.
- Portable air purifiers/cleaners equipped with a HEPA filter could potentially reduce exposure to COVID-19. If used, follow the manufacturer's directions (and possibly the advice of a service professional) to decide where best to place the device. Follow the manufacturer's instructions on maintenance. Portable air cleaners are not a substitute for proper ventilation and other preventive measures.
- For more information, review the [COVID-19: Transmission, Aerosols and Ventilation fact sheet](#).

Communication

- Inform staff and customers about the measures being taken to protect them against COVID-19.
- Encourage staff and customers to download the [COVID Alert app](#) so they can be notified directly if they have been in close contact with someone who was contagious with COVID-19.
- Display information throughout your setting to promote messages about how to stay safe during the COVID-19 pandemic, including [COVID-19: Spread the Word and COVID-19 Fact Sheet](#).

Other Resources

- Toronto Public Health: [COVID-19: Reopening Guidelines for Businesses & Community Organizations](#)
- Toronto Public Health: [COVID-19 Safety Plan Checklist](#)
- Toronto Public Health: [Workplace Checklists](#)
- Province of Ontario: [Guidance to Prevent COVID-19 in the Workplace](#) (for sector-specific guidance)
- Province of Ontario: [COVID-19 Support for Businesses](#)

- Government of Canada: [COVID-19: Your Rights and Responsibilities as an Employee](#)
- Government of Canada: [Risk-informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic](#)
- Canadian Centre for Occupational Health & Safety: [COVID-19 Tip Sheets](#)

[Download this information as a PDF.](#)

Managing COVID-19 in the Workplace

As health authorities around the world take action to contain the spread of COVID-19, TDF must also play a role in stopping the spread of this disease. This guidance document provides simple strategies to prevent the spread of COVID-19 in your workplace to keep everyone safe. The strategies can and should be adapted to meet the unique needs of every workplace. Additional guidance for various sectors are found in the Other Resources section at the end of this document.

On March 3, 2021, Toronto’s Medical Officer of Health issued a [Class Order](#) to all workplaces in the City of Toronto that are identified by Toronto Public Health (TPH) as experiencing an active COVID-19 outbreak. Operators must comply with the requirements as stated in the Order until the outbreak is declared over by TPH. See details below.

General Guidance

- Review the [Guidance for TDF on Preventing COVID-19 in the Workplace](#) to plan and implement protocols to keep staff and customers safe.
- Visit our website at [ca/COVID19](#) often as information changes frequently.

Roles and Responsibilities of the Employer and Employee during COVID-19

Employer Responsibilities	Employee Responsibilities
<ul style="list-style-type: none"> • Keep workers and workplaces safe and free of hazards. • Read the guide to the Occupational Health and Safety Act to understand all of your health and safety rights and responsibilities. • Understand COVID-19 risks. • Control COVID-19 risks in the workplace. • Develop a COVID-19 workplace safety plan. 	<ul style="list-style-type: none"> • Refuse unsafe work and promptly report to employer or supervisor. • Understand and follow your TDF’ workplace (e.g. use or wear the personal protective requires). • Follow direction from public health official • Report any circumstance in the workplace to the health or safety of others in the workplace or one’s own potential exposure to COVID-19 cause illness to another person.

Immediate Notification to Toronto Public Health

- Immediately notify Toronto Public Health (TPH) using the [COVID-19 Workplace Reporting Tool](#) as soon as you become aware of two or more people who test positive for COVID-19 within a 14-day interval in connection with your workplace premises.
- If two or more people test positive for COVID-19 within a 14-day interval in connection with your workplace premises, TDF must:
 - Provide contact information for a designated contact person at the workplace premise and ensure that person is readily available to communicate with TPH and implement any additional measures immediately as required by TPH.
 - Ensure that accurate and updated contact information for all workers is made available to TPH within 24 hours of request in support of case management and contact tracing requirements for COVID-19.
 - Cooperate with infection prevention and control personnel from TPH, including allowing entry into the workplace premise for inspection, and to support enhanced infection prevention and control measures and recommendations.
- For more information, see [Reporting Workplace Outbreaks to Toronto Public Health](#).
- Businesses must ensure the [Ontario Ministry of Labour, Training, and Skills](#)

[Development](#) and/or other relevant government authorities (e.g. [Workplace](#)

[Safety and Insurance Board \(WSIB\)](#)) have been notified in accordance with the *Occupational Health and Safety Act*, and other applicable law.

Support the Employee with COVID-19

- Know and communicate the rights and responsibilities of the [employer](#) and [staff](#) during COVID-19.
- Ensure you have policies that support employees who need to be absent from work due to illness or being a close contact of a person with symptoms of COVID-19 or confirmed infection.
 - Ensure that all employees are aware of the income replacement and workplace-related benefits they are entitled to if they have to isolate due to symptoms of COVID-19, being tested for COVID-19, or being a close contact of someone with COVID-19. They may also be eligible for [Canada](#)

[Recovery Sickness Benefit \(CRSB\)](#) .

- Employees are responsible to report COVID-19 illness to their employer if it is likely to cause illness to another person in the workplace.
- If an employee discloses to you that they have been diagnosed with COVID-19, or have been exposed to a person with COVID-19, confirm that they are self-isolating.

- Clean and disinfect surfaces that may have been touched by an employee with COVID-19 as soon as possible.
- Employees should not return to work until after the required self-isolation period:
 - Individuals with COVID-19 must self-isolate for 10 days from the day their symptoms started. They should no longer have a fever, and their symptoms should be improving for at least 24 hours. If they did not have any symptoms of COVID-19 at or around the time of testing, they must self-isolate for 10 days after the test was performed.
 - Individuals with severe illness may require longer self-isolation periods, as directed by TPH.
 - Individuals who have been identified as close contacts must self-isolate for 14 days after their last exposure to the person with COVID-19, even if they test negative for COVID-19.
- Use the [staff screening questionnaire](#) (p. 2) to determine when it is safe to return to work.
- Toronto Public Health does not recommend that TDF require clearance testing or doctor's notes for return to work.

Contact Tracing in the Workplace

- Toronto Public Health interviews each person with COVID-19 as soon as possible to ensure they are self-isolating, and helps them to identify people who may have been exposed while they were contagious, including in the workplace.
 - A person with COVID-19 is contagious from 48 hours before symptoms start until the end of their self-isolation period, usually 10 days after symptoms began.
 - If someone tested positive for COVID-19 but did not have symptoms, they are generally considered to be contagious from 48 hours before the test to 10 days after the test.
 - Example: If an employee develops a fever and cough on September 4 and tests positive for COVID-19, they would be considered contagious between September 2 and September 14. Anyone the employee interacted with during this time would be considered exposed.

Identify close contacts

- Toronto Public Health will help individuals with COVID-19 to identify who is a close contact. They will provide a letter for them to give to the close contact instructing them to self-isolate for 14 days from the last time they interacted with the person who tested positive, and recommend that they also get tested.
- Close contacts (or higher risk contacts) include staff, visitors or patrons who were within two metres/six feet of the person with COVID-19, with or without a mask, for approximately 15 minutes or more, or who had direct contact with that individual while they coughed or sneezed.
 - Examples: Having lunch or a drink with co-worker at the same table sitting less than two metres/six feet apart; staff that are unable to keep distance

due to the job such as working on an assembly line; or sharing a drink from the same glass or bottle.

- Close contacts should [self-isolate](#) for 14 days from the last day that they were exposed to the person with COVID-19 while they were contagious.
- Lower risk contacts include staff, visitors or patrons who generally maintained physical distancing of at least two meters/six feet with consistent and appropriate use of recommended personal protective equipment (PPE). Situations where there may be potential increased risk, such as longer duration of indoor exposure (e.g., full shift), distance less than two meters/six feet apart, poor ventilation, or improper use of PPE, may be deemed higher risk.
 - Examples: Co-workers in a locker room consistently wearing medical masks and separated by more than two metres/six feet; co-workers on a production line who at times have to stand within two metres/six feet apart, both consistently wearing medical masks and eye protection; or quickly walking by the case in a hallway.
 - Lower risk contacts should [self-monitor](#) for symptoms for 14 days from the last day that they were exposed to the person with COVID-19 while they were contagious.

Maintain attendance records

- To support contact tracing, maintain attendance records of all staff and clients (i.e. name, date, time, email address or phone number).
- Some businesses which have patrons entering for [limited exceptions](#) are also required to maintain contact information for all patrons/visitors who enter their facility, including:
 - Community centres and multi-purpose facilities
 - Concert venues, theatres and cinemas (for performers)
 - Indoor and outdoor sports and recreational fitness facilities
 - Meeting and event spaces
 - Public libraries

Support contact tracing and notify close contacts

- TDF may be notified by an employee or patron who may have been contagious while at the workplace.
 - The employer should work with an employee with COVID-19 to identify if others may have been exposed at the workplace while the person was contagious.
 - The employer can notify employees who were considered to have been close contacts to [self-isolate](#), and lower risk contacts to [self-monitor](#), for 14 days from their last exposure to the case, while maintaining confidentiality of all affected employees.
 - This approach can also be used if an employer is informed that a patron/client attended the establishment while contagious, and had close contact with their employees.

- If a person with COVID-19 discloses illness to the employer, but others at the workplace have not been exposed (e.g. staff was not present while contagious), then further contact tracing would not be needed at the workplace.
- TDF may be notified by TPH that a person with COVID-19 may have been present at the workplace while contagious.
 - Consent is obtained from the employee before TPH discloses personal health information to the employer.
 - Upon request, be prepared to provide a list of the names and contact information of staff and, if applicable, clients or patrons, who may have been exposed. Toronto Public Health can use this information to notify and provide instructions for close contacts to [self-isolate](#) or self-monitor for [COVID-19 symptoms](#).

Maintain privacy and confidentiality

- Personal information collected for COVID-19 contact tracing can only be used for this purpose, unless an individual provides their consent. Records should only be kept for 30 days, and then shredded.
- Ensure you maintain privacy and confidentiality of employees' and patrons' personal health information at all times. If necessary, use non-descript language if notifying others that a person who was in the workplace, floor, or area was infected or exposed to the COVID-19 virus.
- Public notification is generally not required unless persons who may have been exposed while at the workplace cannot be identified or contacted in a timely manner.

COVID-19 Outbreaks in the Workplace

Effective immediately, all workplaces that are experiencing an active COVID-19

outbreak must comply with the requirements issued in a [Class Order](#) until cleared by Toronto Public Health (TPH). Requirements include enhanced measures related to:

- Following TPH instructions related to closing all or any part of the workplace
- Following TPH instructions related to COVID-19 testing
- Wearing of masks for all employees at all times, with exceptions
- Capacity limits for workplace common areas

For more information, visit [Class Orders for Workplaces Experiencing a COVID-19 Outbreak](#)

- A workplace outbreak can be defined as two or more confirmed COVID-19 cases in the workplace that are linked (e.g. same work area, same shift) within a 14-day period where both cases could have reasonably become infected while at the workplace.
 - Examples of having “reasonably” become infected while at the workplace include a known exposure to a staff, visitor or patron who was COVID-19 positive while in the workplace, or no obvious source of infection outside of the workplace.

- Toronto Public Health will conduct an investigation of workplace outbreaks in some circumstances.
- A public health investigation can include any of the following:
 - Interview with the employer to assess existing prevention measures and possible sources of transmission in the workplace.
 - This may be done by telephone and/or by electronic survey.
 - Request for information to help identify additional cases and tracing contacts.
 - This may include staff contact information, staff schedules, and patron logs.
 - You may be provided with an electronic link or survey to share information securely with the investigator.
 - Guidance on additional required prevention measures, including workplace restrictions and closures.
 - Recommendations on targeted testing of staff.
 - Support in communicating to staff, business partners, and the public.
 - On-site inspection of the workplace.
- Information must be provided to TPH in a timely manner to help stop further spread of COVID-19.
- Consider enhanced cleaning and disinfecting measures to reduce the risk of disease spread in the workplace.

Other Resources

- Toronto Public Health: [Reporting Workplace Outbreaks to Toronto Public Health](#)
 - Toronto Public Health: [COVID-19 Workplace Reporting Tool](#)
 - Toronto Public Health: [COVID-19: Reopening Guidelines for Businesses & Community Organizations](#)
 - Toronto Public Health: [Workplace Checklists](#)
 - Province of Ontario: [Develop Your COVID-19 Workplace Safety Plan](#)
 - Province of Ontario: [Guidance to Prevent COVID-19 in the Workplace](#) (for sector-specific guidance)
 - Province of Ontario: [COVID-19 Guidance: Workplace Outbreaks](#)
 - Government of Canada: [COVID-19: Your Rights and Responsibilities as an Employee](#)
 - Government of Canada: [Risk-informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic](#)
 - Canadian Centre for Occupational Health & Safety: [COVID-19 Tip Sheets](#)
-

[Download this information as a PDF.](#)

COVID-19 Safety Plan Checklist

Under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#) a business or organization may be required to prepare and make available a safety plan.

The plan must:

- Describe measures/procedures that have been or will be implemented in the business, place, facility or establishment to reduce the spread of COVID-19.
- Include measures for screening, physical distancing, masks, cleaning, disinfecting and personal protective equipment (PPE).
- Be in writing and made available to any person for review, on request.
- Be posted in a visible place to come to the attention of those working or attending the location.

Assign a lead person who is responsible for developing, implementing and updating, as needed, your workplace safety plan. Review the [COVID-19 Safety Plan](#)

[Instructions](#) for more information on how to complete this checklist.[\[1\]](#)

Company Details

Business

name: _____

Developed

by: _____

Date

completed: _____

1. Screening

The person responsible for a business or organization that is open shall operate the business or organization in compliance with the advice, recommendations and instructions issued by the Office of the Chief Medical Officer of Health on

screening [employees](#) and [patrons](#) for COVID-19.

Actions to consider: (Select all that apply)

- Use the [COVID-19 Staff Screening Questionnaire](#) to screen[\[2\]](#) all individuals who perform work, including employees, workers, volunteers, contractors, suppliers, etc., before they enter the workplace.
- Ensure all employees know to stay home if they have [COVID-19 symptoms](#) that are new, getting worse or unexplained.
- Ensure all employees know who their workplace contact (e.g., supervisor/manager) is and how to get in touch with them in case they need to stay home/go home.

- Determine if active screening is required for others, including visitors and patrons, by reading [guidance specific to your sector](#) (e.g. retail, food store etc.).
 - Active screening is required for:
 - Patrons
 - Visitors
 - Other:
-

- Determine which method(s) will be used to conduct active screening:
 - In-person at the workplace:
 - Individual completes questionnaire using pen and paper
 - Assigned screener asks questions directly to individual and records answers
 - Remotely using:
 - Telephone
 - Email
 - Internet (online tool)
 - Mobile application
- If in-person active screening will be conducted, a screening station is set up at entrance as follows:
 - Signs are posted in visible locations clearly explaining the screening process and conditions for entry.
 - The area allows for a minimum of two metres/six feet distance between the employee conducting screening and the individual being screened.

Alternatively, a [protective barrier](#) (e.g. plexiglass) may be equipped around the screening station.

- Visual markers/cues (e.g. tape on the floor, pylons, signs) are placed as a guide for physical distancing for the person being screened and others waiting to be screened.
- Supplies needed for screening are available (e.g. hand sanitizer, personal protective equipment (PPE), cleaning and disinfecting wipes).
- Where active screening is not required post signage with the [screening questions](#), and instructions asking people to self-screen prior to entering the business or organization.
- Post signs clearly stating that people with symptoms are not to enter.
- *Train screening staff on how to advise individuals who do not pass the screening process.* A screener should advise anyone who does not pass the screening:
 - that they may not enter the workplace, including any outdoor, or partially outdoor, workplaces;
 - that they must go home to self-isolate immediately;

- that they should contact their health care provider or Telehealth Ontario (1-866-797-0000) to find out if they need a COVID-19 test and for further instructions.

Additional Actions: (List your actions here. Note who is responsible for each action.)

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2. Physical Distancing

The person responsible for a business or organization that is open shall operate the business or organization in compliance with the advice, recommendations and instructions of public health officials, including any advice, recommendations or instructions on physical distancing, cleaning or disinfecting.

Capacity limits for businesses or facilities open to the public

The person responsible for a place of business or facility that is open to the public shall limit the number of persons in the place of business or facility so that:

- the members of the public are able to maintain a physical distance of at least two metres/six feet from every other person in the business or facility; and
- the total number of members of the public in the business or facility at any one

time does not exceed the prescribed capacity in the [regulation](#) . People who live in the same household are not required to maintain a physical distance of at least two metres/six feet from each other while in a place of business or facility.

Physical distancing and masks or face coverings in lines, etc.

The person responsible for a business or place that is open must not permit patrons to line up inside the business or place, or to line up or congregate outside of the business or place, unless they are:

- maintaining a physical distance of at least two metres/six feet from other groups of persons; and
- wearing a mask or face covering in a manner that covers their nose, mouth, and

chin, unless they are entitled to an [exception](#) .

Actions to consider: (Select all that apply)

- Limit the number of employees present at the business or organization at any given time, and ensure two metres/six feet physical distancing from other employees/patrons is maintained, as much as possible.
- Modify services to reduce the number of employees and patrons present at any one time:
 - Provide services online or by phone whenever possible.
 - Offer mail, product or curbside delivery, and follow contact-less delivery practices.
 - Other:

-
- Modify the space to encourage physical distancing (e.g. move furniture/displays, block off every other customer service window/check-out counter).
 - Manage lines to ensure that people are maintaining two metres/six feet physical distancing, and are wearing a mask.
 - Use visual markers (e.g. tape on the floor, pylons, signs) to remind people where to stand to keep two metre/six feet distance from others.
 - In spaces where physical distancing is not possible and close contact between employees and patrons is unavoidable, install [protective barriers](#) (e.g. plexiglass), where possible.
 - Post [physical distancing](#) signs at all entrances, elevators, employee areas, and public areas (e.g. cashiers, service counters).

Additional Actions: (List your actions here. Note who is responsible for each action.)

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3. Masks and Face Coverings

The person responsible for a business or organization that is open shall ensure that any person in the indoor area of the premises of the business or organization, or in a vehicle that is operating as part of the business or organization, wears a mask or face covering in a manner that covers their nose, mouth, and chin during any period when they are in

the indoor area, unless they are entitled to an [exception](#).

Actions to consider: (Select all that apply)

- Create a mask policy as per the City of Toronto [bylaw](#). Refer to the [guidance on mask and face covering bylaw](#) for a sample policy.
- Post [signs](#) required by the bylaw at all entrances where they are clearly visible to the public. A [sample poster](#) is available to download, print and post.
- Ensure that any person in the indoor area of the business or organization, or in a vehicle that is operating as part of the business or organization, wears a mask or face covering in a manner that covers their nose, mouth and chin.
- Use alternative ways to provide services to those who are unable to wear a mask (e.g. provide services at the beginning/end of the day when fewer patrons are present, use [protective](#) barriers such as plexiglass, and maintain physical distance when possible).
- Provide disposable masks for people who have not brought their own.

- Train employees on mask requirements, including who is entitled to

an [exception](#) and the [proper use of a cloth mask or face covering](#).

Additional Actions: (List your actions here. Note who is responsible for each action.)

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4. Personal Protective Equipment (PPE)

A person shall wear appropriate personal protective equipment (PPE) that provides protection of the person's eyes, nose and mouth if, in the course of providing services, the person:

- is required to come within two metres of another person who is not wearing a mask or face covering in a manner that covers that person's nose and chin during any period when that person is in an indoor area; and
- is not separated by plexiglass or some other impermeable barrier from a person described in the previous bullet.

Actions to consider: (Select all that apply)

- Assess your business or organization to determine where PPE for employees may be necessary. For example, employees should wear masks that cover the nose, mouth and chin and use eye protection when physical distancing is difficult.

PPE is needed for the following:

- Ensure PPE is available for employees for each shift, and as necessary.
- Train employees on how to [don and doff PPE safely](#).

Additional Actions: (List your actions here. Note who is responsible for each action.)

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5. Hand Hygiene and Respiratory Etiquette

Actions to consider: (Select all that apply)

- Post [Clean your Hands](#), [Cover your Cough](#), [Protect Yourself](#) signs in high-traffic areas.
- Provide hand sanitizer (70-90% alcohol concentration) by entrances and throughout the business or organization for employees and patrons to use.
- Ensure an adequate supply of liquid soap, paper towel, hand sanitizer, tissues, and waste receptacles throughout the business or organization, and in washrooms.
- Educate employees on proper [hand hygiene](#) and [respiratory etiquette](#).

Additional Actions: (List your actions here. Note who is responsible for each action.)

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6. Cleaning and Disinfecting

The person responsible for a business or organization that is open shall operate the business or organization in compliance with the advice, recommendations and instructions of public health officials, including any advice, recommendations or instructions on physical distancing, cleaning or disinfecting.

The person responsible for a business or place that is open shall ensure that:

- any washrooms, locker rooms, change rooms, showers or similar amenities made available to the public are cleaned and disinfected as frequently as is necessary to maintain a sanitary condition; and
- any equipment that is rented to, provided to or provided for the use of members of the public must be cleaned and disinfected as frequently as is necessary to maintain a sanitary condition.

This applies to computers, electronics and other machines or devices that members of the public are permitted to operate.

Actions to consider: (Select all that apply)

- Prepare a plan/schedule for [enhanced environmental cleaning and disinfection](#) practices that includes:
 - Who will conduct the cleaning and disinfection
 - What areas require enhanced cleaning (e.g. high-touch surfaces)
 - What products will be used to clean and disinfect
 - How often cleaning and disinfecting is required
- Assign tools, equipment and workstations to a single user if possible, or limit the number of users.
- Ensure equipment and tools that must be shared are cleaned and disinfected regularly, including between users (e.g. cashier's stations, machinery).
- Educate employees on [how to maintain a clean workplace during COVID-19](#), including:
 - Proper use of cleaning agents and disinfectants, including required disinfectant contact times (amount of time that the product needs to remain wet on a surface to work effectively).
 - Safety precautions and requirements for the use of masks and gloves.
 - Ensuring adequate ventilation when using products (e.g. open windows, doors, or use fans).
 - Thoroughly wash hands with soap and water immediately after cleaning the setting.
- Regularly check heating, [ventilation](#) and air conditioning (HVAC) system(s) to ensure they are functioning and in good working order.

HVAC systems will be checked every _____ [insert time/schedule]

- Improve ventilation by increasing the introduction and circulation of outdoor air by maximizing the outdoor air ratio of the HVAC system settings, using the highest efficiency filters possible, or by opening windows and doors. Avoid recirculating air.

Additional Actions: (List your actions here. Note who is responsible for each action.)

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COVID-19 Safety Plan – Snapshot

Post this snapshot in a place where it can be seen easily by your employees, patrons and other people entering the business or organization. This will help them know what actions are being taken in your business or organization to protect them from COVID-19.

Business

name: _____

Date completed:

Division/group:

Revision date:

Measures we are taking:

- Screening
 - [List your measures here.]
- Physical Distancing
 - [List your measures here.]
- Use of Masks and Face Coverings
 - [List your measures here.]
- Personal Protective Equipment (PPE)
 - [List your measures here.]
- Hand Hygiene and Respiratory Etiquette
 - [List your measures here.]
- Cleaning and Disinfecting
 - [List your measures here.]

[1] The checklist has been adapted from information provided by the [Province of](#)

[Ontario](#) . It should not be used as or considered legal advice. Businesses and organizations seeking legal advice should consult with a qualified legal professional.

[2] Active screening: A live or virtual screener is used to collect and review an individual's screening responses, and determines whether a person may enter the business/organization.

Passive screening: People screen themselves using a screening poster or sign as a guide, and make the decision themselves if they should enter the business/organization.

[Download this information as a PDF](#) or as a [fillable PDF](#) .

Instructions for Completing the COVID-19 Safety Plan Checklist

This document provides background information and instructions on how to complete the [COVID-19 Safety Plan Checklist](#) .[1]

Under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#) , businesses or organizations may be required to prepare and make available a safety plan. The plan must:

- Describe measures/procedures that have been or will be implemented in the business, place, facility or establishment to reduce the spread of COVID-19.
- Include measures for screening, physical distancing, masks, cleaning, disinfecting and personal protective equipment (PPE).
- Be in writing and made available to any person for review, on request.
- Be posted in a visible place to come to the attention of those working or attending the location.

Owners, operators and TDF of businesses, workplaces and organizations in the City of

Toronto can use the [checklist](#) to document how their business or organization will keep staff and other people safe during the COVID-19 pandemic. Once completed, the checklist can serve as the required COVID-19 safety plan.

As an employer, it is your responsibility under the [Occupational Health and Safety](#)

[Act](#) to take every precaution reasonable in the circumstances to protect a worker.

As every organization is different, it is the responsibility of the owner/operator, management and staff to review their own policies, procedures, and site-specific operations, while ensuring that the appropriate infection prevention and control measures are implemented and maintained.

The guide does not replace the *Occupational Health and Safety Act* and its regulations and should not be used as or considered legal advice. Businesses and organizations seeking legal advice should consult with a qualified legal professional.

How to Complete the Safety Plan Checklist

1. Assign a lead person who is responsible for developing, implementing and updating, as needed, your workplace safety plan.

2. Use the [checklist](#) to create your safety plan.
 - a. Use the check boxes to select (✓) measures that your business or organization has or will implement to protect employees and the public from COVID-19.
 - b. If necessary, provide additional information to more clearly explain your measures. This will help your employees and other people to know exactly what to do and what to expect.
3. If necessary, add other actions specific to your setting that your business or organization will implement to keep employees and the public safe.
4. Use key sources of information to inform the plan.
 - a. Talk to employees and your Joint Health & Safety Committee (JHSC) members or health and safety representatives, if any, for their input on the plan.
 - b. Use online resources and information to assist, such as:
 - - Provincial Resources:
 - [Develop your COVID-19 workplace safety plan](#)
 - [Sector-specific information](#)
 - Provincial orders under the [Emergency Management and Civil Protection Act](#)
 - Provincial orders under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act](#)
 - City of Toronto Resources:
 - [COVID-19 Guidance for TDF, Workplaces & Businesses](#)
 - [Sector-specific guidance](#)
 - [Local public health orders and bylaws](#)
4. If possible, create, discuss and share your plan before employees return to the workplace.
5. Use the final section to create a 'snapshot' version of your plan. Post the snapshot in your business or organization so that staff, visitors and patrons know what you are doing to help keep everyone safe.

What to do when your safety plan is complete

1. Discuss and share your safety plan with everyone at work, including:
 - employees
 - unions
 - supervisors
 - health and safety representatives or members of joint health and safety committees (JHSCs)
 - contractors

- suppliers

This will help to ensure that everyone understands how you plan to manage the risks of contracting COVID-19 in your workplace.

2. Make your plan available. You are not required to send your plan to the Ministry of Labour, Training and Skills Development or the City of Toronto for review or comment in advance of operations and/or routinely. However, you must provide the plan to a Ministry of Labour or City of Toronto staff upon request during an investigation or inspection of your workplace.
3. Post your safety plan in a visible place so that it is easy to view for those working or attending the location.
4. Review and update your plan The COVID-19 pandemic, including related regulations and recommendations, are changing frequently. Review your safety plan regularly and make changes as required. Refer to the [Province of](#)

[Ontario](#) and [City of Toronto](#) websites for up-to-date information about COVID-19.

[1] The checklist has been adapted from information provided by the [Province of](#)

[Ontario](#) .

[Download this information as a PDF.](#)

Information about COVID-19 Cases/Contacts at Your Setting Form

Once Toronto Public Health begins an investigation with your setting, you will be asked to complete the [“Information about COVID-19 cases/contacts at your setting”](#)

[form](#) within 24 hours of the investigation beginning. Workplace and community setting representatives should complete this document providing the requested information for all COVID-19 cases and contacts at your setting. Please complete this document to the best of your ability. If you have any questions about this document and how to complete it, please contact your assigned Communicable Disease Investigator (CDI). Please submit the completed document to your assigned CDI.

COVID-19 Checklist on Mask By-law & Sample Policy

Under the *Reopening Ontario Act*, the use of masks or face coverings is mandatory in all indoor public settings across Ontario. Wearing a mask or face covering is also mandatory in a vehicle that is operated as part of a business or organization. Read

the [Province of Ontario regulations](#) for full details.

In addition to provincial regulations on mandatory mask or face coverings, the City of

Toronto [By-law 541-2020](#) and City of Toronto [By-law 664-20](#) require a mask or face covering to be worn in all indoor public spaces in Toronto and in common areas in apartments and condominiums.

More information about masks and face coverings is available [here](#).

The following checklist will help business operators comply with the City of Toronto by-laws. Operators can use and adapt the sample policy as appropriate for their organization.

Checklist of Requirements for Establishment Owners/Operators

- Create a mask policy for your establishment (see sample policy below).
- Communicate this new policy to employees, visitors, patrons and tenants.
- Post signs at all entrances to the premises in high visibility areas containing the following text:
 - ALL PERSONS ENTERING OR REMAINING IN THESE PREMISES SHALL WEAR A MASK OR FACE COVERING WHICH COVERS THE NOSE, MOUTH AND CHIN AS REQUIRED UNDER CITY OF TORONTO BY-LAW 541-2020.
 - The [mandatory mask or face covering poster](#) can be downloaded for this purpose. Also find the poster in [multiple languages](#).
- Train your employees on the City by-law and your policy, including who is [exempt](#).
- Train your employees on how to communicate with, and accommodate people who are unable to wear a mask. Communicate in a respectful and non-stigmatizing way.
- Consider offering alternative services to people who are unable to wear a mask. For example, provide online, telephone, curbside pickup or off-peak hour services.
 - Communicate these options to employees, visitors, patrons and tenants (e.g. post a sign in the window).
- Ensure that all employees, visitors, patrons and tenants wear a mask that covers their nose, mouth and chin indoors, unless they are exempt (e.g. children under the age of two and people with certain health conditions).
- Do not request proof of an exemption. People who are unable to wear a mask due to age, health or other reasons do not require proof for the exemption.
- Provide a verbal reminder to employees, visitors, patrons and tenants to wear a mask.

Other Resources

- [Guidance for TDF on Preventing COVID-19 in the Workplace](#)
- [Guidance for TDF on Managing COVID-19 in the Workplace](#)
- [COVID-19 Workplace Reporting Tool](#)

Have questions? Call Toronto Public Health at 416-338-7600 (8:30 a.m. to 8:00 p.m.).

Sample Policy

Mandatory Use of Mask or Face Covering within [Name of Establishment]

All employees, visitors, patrons and tenants are required to wear a mask or face covering upon entering and remaining within any enclosed public space or common

area of *[name of Establishment]*. The mask or face covering must cover the nose, mouth and chin.

Employees must wear appropriate personal protective equipment (i.e. surgical/procedure mask and eye protection (goggles or face shield) that provides protection of their eyes, nose and mouth) if, while in an indoor area, they:

- are required to come within two metres of another person who is not wearing a mask or face covering in a manner that covers that person's nose, mouth and chin; and
- are not separated from that person by plexiglass or some other impermeable barrier.

Temporary removal of the mask is permitted where necessary for the purposes of:

- receiving services;
- eating or drinking while sitting down in a designated area, where permitted,
- engaging in an athletic or fitness activity; or
- performing or rehearsing in a film or television production or in a concert, artistic event, theatrical performance or other performance.

The following people are exempted from requiring a mask or face covering and will not be required to provide proof of such exemption:

- Children under two years of age.
- Individuals with an underlying medical condition that inhibits their ability to wear a mask or face covering.
- Individuals who are unable to place, remove, or use a mask or face covering without assistance.
- Employees and operators of the establishment, in a designed area not for public access or within or behind a physical barrier who are able to maintain a physical distance of at least two metres from every other person in the indoor area.
- Individuals who are reasonably accommodated by not wearing a mask or face covering in accordance with the *Accessibility for Ontarians with Disabilities Act, 2005*.
- Individuals who are reasonably accommodated under the *Ontario Human Rights Code*.

Operators must ensure that employees are aware of and understand all components of this policy. Operators must ensure that employees are trained on implementing this policy, including how to respond to various circumstances, should they arise, such as:

- patron arrives without a mask because they forgot or don't have one;
- patron arrives who is exempt from wearing a mask;
- patron wants more information about the policy and by-law;
- patron becomes aggressive about the policy and mask requirements;
- patron wants information about the importance of wearing a mask or the science on the use of masks; and
- patron wants to know if they can be fined for not wearing a mask.

Operators must ensure that a sign about the by-law is posted at all entrances of the premise in a manner that is visible to the public. A mandatory mask or face covering

poster is available in [English](#) and [other languages](#) to download, print and post. Employees must ensure that they review and understand this policy. Employees must follow and implement this policy, as described.

This policy has been created in compliance with the [City of Toronto By-law 541-2020](#) and/or City of Toronto [By-law 664-20](#).

Physical distancing is the most effective way to reduce the risk of spreading COVID-19. However, in some workplace settings, this may not always be possible. It is important to also have other prevention measures such as:

- Wearing a mask properly (i.e. covering the nose, mouth and chin).
- Wearing eye protection (e.g. goggles, face shield), especially when physical distancing cannot be maintained.
- Actively screening staff and clients for symptoms and possible exposures to persons with COVID-19 before entry into the store/business.
- Supporting staff to stay home if they are sick or are a close contact of someone who has symptoms of or has been diagnosed with COVID-19
- Frequent cleaning and disinfection of high-touch surfaces.
- Improving ventilation, if possible, and ensuring Heating Ventilation and Air Conditioning (HVAC) systems are maintained properly.
- Providing handwashing supplies to promote good hand hygiene.
- Maintaining and updating workplace [safety plans](#), as needed.
- Encouraging vaccination against COVID-19 when it becomes available.

Toronto Public Health: [Guidance for TDF on Preventing COVID-19 in the Workplace](#)

Toronto Public Health: [COVID-19: Reopening Guidelines for Businesses & Community Organizations](#)

Toronto Public Health: [Reporting Workplace Outbreaks to Toronto Public Health](#)

Toronto Public Health: [COVID-19 Workplace Reporting Tool](#)

Toronto Public Health: [COVID-19 Safety Plan Checklist](#)

Toronto Public Health: [Workplace Checklists](#)

Toronto Public Health: [Guidance for TDF on Managing COVID-19 in the Workplace](#)

Checklists

- [Prevent the spread of COVID-19 – Workplace Checklist](#)
- [Maintain a clean workplace during COVID-19 – Workplace Checklist](#)
- [What to do if an employee has COVID-19 – Workplace Checklist](#)

Infographics & Posters

- [Carpooling to Work infographic](#)
- [Help to Protect Yourself & Others at Work During COVID-19 infographic](#)
- [Measures to Keep Everyone Safe at Work infographic](#)
- [Prevent the Spread of COVID-19 in Your Workplace infographic](#)
- [Help Prevent COVID-19 Spread in Workplaces: Employee Health Screening and](#)
- [Maintain a Clean Workplace During COVID-19 infographic](#)
- [Improve Ventilation in the Workplace During COVID-19 infographic](#)
- [Who is a Close Contact at Work? infographic](#)
- [Contact Tracing in the Workplace infographic](#)
- [Healthy Workplace Practices during COVID-19 infographic](#)
- [Physical Distancing in the Workplace infographic](#)
- [Using Physical Barriers in Workplaces infographic](#)
- [Toronto's Voluntary Isolation Centre infographic](#)
- [Toronto Voluntary Isolation Centre poster for workplaces](#)