

# ARTSCAPE PERFORMANCE AND EVENT VENUES: COVID-19 OPERATING PROCEDURES

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VERSION 1.6 – SEPTEMBER 19, 2020

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## PREAMBLE

Artscape Performance and Event Venues temporarily closed to public access on March 16, 2020 to comply with directives from public health agencies and the Province of Ontario's restrictions on gatherings and essential workplaces. As we plan to reopen our Performance and Event Venues to the public, the following policies and considerations will help keep our employees, clients, visitors, service providers and facilities safe and secure as the province's pandemic response transitions into its recovery phase.

Note that this is an inclusive but not exhaustive list of considerations. Each client must also assess factors and considerations, many of which are constantly changing, that are specific to their event and target audience. Artscape Performance and Event Venues are part of community cultural hubs and flexibility will be key to balancing the needs of various stakeholders across the Artscape portfolio. We thank you for your cooperation and contribution to the health and safety of our communities.

**Artscape employees should also refer to the Artscape Workplace Occupational Health and Safety COVID-19 Management Procedure for further procedures and policies that apply to employees.**

As used in this document, the following terms have the meanings specified below:

**"Event"** shall refer to any planned gathering of more than two 2 individuals, including any preparations for such a gathering.

**"Venue"** shall refer to any Artscape building, or any part thereof designated for the purpose of hosting Events, and any common areas not specifically designated and licensed to an Event.

**"Client"** shall refer to any person/s, organization/s or collective/s and their authorized agents and representatives that make use of the Venue to host an Event.

**"Service Provider"** shall refer to any person/s, organization/s or collective/s and their authorized agents and representatives that provide service to Artscape, as well as 3<sup>rd</sup> party person/s, organization/s or collective/s contracted by the Client to provide services within the Venue in relation to an Event.

**"Visitor"** shall refer to any person/s accessing the Venue to participate in an Event, including but not limited to members of the public, invited guests, ticket buyers, guest speakers and performers not providing a paid service to the Client.

**"Employee"** shall refer to any person/s working directly for Artscape, either full-time or part-time.

**"Artscape Venue Supervisor"** shall refer to an Employee tasked with the general day-of supervision of an Event within the Venue.

## PHASING STRATEGY

Artscape's reopening strategy for our community cultural hubs will take a gradual, phased approach much like our closure at the onset of COVID-19. Performance and Event Venues located within these cultural hubs will follow suit. Each phase in the process will be guided by public health advice and government directives and there will be time between the launch of each phase to learn and assess conditions before moving onto the next phase when it is safe to do so. This approach will ensure there are appropriate measures in place to reopen safely and limit health risks for tenants / owners and visitors alike.

### PHASE 1

The first phase of reopening will focus on providing guests and visitors access in a controlled manner. As restrictions on non-essential workplaces are lifted, tenants and owners will be permitted to bring guests and visitors into the building once again. All must continue to be vigilant with physical distancing in common areas and screening protocols will be in place at building entrances. Exit and entry doors will be clearly defined at our properties and physical distancing signage will be installed throughout the buildings. Common area furniture will be put into storage and protocols on bathroom usage will be defined. Doors will remain locked and tenants will be required to facilitate entry for their guests. Performance and Event Venues will remain closed, save for and except small meeting rooms and galleries available for tenant use only.

### PHASE 2

Based on the lessons learned in phase 1, the next phase of reopening will focus on opening the hubs to the public. Once the state of emergency is lifted and public spaces are permitted to open, Artscape will once again open our facilities to public access. Operating hours and door locking schedules may be adjusted at each property to ensure adequate staffing coverage to oversee health screening upon entry as this phase is implemented. Some Artscape-led programming (i.e. gallery installations), business meetings and other limited gatherings may be permitted during this phase, as permitted by Provincial and City of Toronto Guidelines.

### PHASE 3

As restrictions on public gatherings are lifted, Artscape-led programming and events will re-commence across the portfolio, in accordance with Provincial and City of Toronto Guidelines.

With every step of this incremental phasing strategy, Artscape will proceed with caution and will carefully monitor each phase and adjust measures as needed as we move forward. Staff will continue to plan for what comes next and provide more details on each stage of reopening when the time is right. As such, this document will be updated from time to time as needed.

For more information about Provincial and City of Toronto reopening guidelines, please visit:

- <https://www.ontario.ca/page/reopening-ontario>
- [https://www.toronto.ca/home/covid-19/covid-19-reopening-recovery-rebuild/covid-19-reopening-guidelines-for-businesses-organizations/covid-19-guidance-indoor-outdoor-events/#\\_ftn1](https://www.toronto.ca/home/covid-19/covid-19-reopening-recovery-rebuild/covid-19-reopening-guidelines-for-businesses-organizations/covid-19-guidance-indoor-outdoor-events/#_ftn1)

## FUNDAMENTAL PUBLIC HEALTH PRINCIPLES

Clients and staff will work together to protect their health and that of their visitors and guests, and to keep the event venues / spaces delivering services in a safe manner. During this time, the fundamental public health principles that must be adhered to in all locations, regardless of the situation, are:

- **Keep physical distance:** limit exposure to others as much as possible. Maintain 6 feet (2m) from others. Exception: a Plexiglas barrier can reduce the required distance for work or service areas.
- **Clean hands:** wash hands with soap for 20 seconds or use sanitizer with at least 60% alcohol.
- **Avoid touching one's face:** for some, mask-wearing may help.
- **Cover:** cough and sneeze into your elbow or a tissue (that you then dispose of) or consider covering your mouth & nose with cloth covering.
- **Clean and disinfect:** ensure all frequently touched surfaces are kept clean.
- **Stay home if you feel sick:** workers who are sick must stay at home for their protection and for the protection of others.

## CORE GUIDELINES

The following core guidelines will be implemented across the portfolio of Artscape's Performance and Event Venues as protective measures to prevent the spread of COVID-19, and will be amended from time to time, in accordance with Provincial and City of Toronto guidelines:

### PHYSICAL DISTANCING

[Physical distancing](#) means keeping at least two metres / six feet from others. Clients should plan and modify the layout of event floorplans to ensure enough space is provided for attendees, vendors, performers, and staff to maintain physical distancing.

1. **Calculate the maximum number of attendees permitted according to current provincial regulations or physical distancing requirements, whichever is less. See Appendix A for current maximums. Limit the number of attendees accordingly**
  - The maximum number of patrons that should be permitted at any one time based on physical distancing requirements can be calculated as one person per two metres squared (four square metres or 43 square feet) of publicly accessible floor space.
  - Consider a booking system or issuing tickets, even for free events.
  - **CONSIDER A HYBRID EVENT! We have live-streaming services available at all our venues. Extend your event guest count online! Please discuss with a member of our Sales or Technical Services teams.**
2. **Designate and manage entry and exit points to control the number of attendees entering the venue. If the maximum number of attendees is reached, allow one person in for every person that leaves.**

- Employees may use barriers / or other structures to enclose the event space/venue and manage pedestrian traffic.
  - Stagger arrivals, departures, and breaks, where possible, to reduce congestion at points of entrance and exit and in common areas.
- 3. Modify and arrange site/floor plan to maintain physical distancing and reduce contact. See Appendix A for physically distanced floor plan guidelines.**
- Arrange, mark and/or assign seating to ensure minimum two metres/six feet distance between individuals who are not members of the same household or social circle.
  - Design an attendee flow that encourages one-way movement with prominent signage.
  - Increase aisle signage to allow people to find their seats more easily.
  - Ensure enough space for people in high traffic areas, between chairs, tables, and places where people may gather.
  - Identify areas where crowding and bottlenecks are common, such as lobbies or bathrooms, and use volunteers, staff, or barriers to redirect people who may gather in these areas.
  - Ensure a minimum distance of at least two metres/six feet between performers and audience seating by blocking off the front two rows of spectator seating, if necessary.
  - A plexiglass shield or other impermeable barrier is required between the audience and singers as well as players of brass or wind instruments.
- 4. Monitor and manage attendee lines outside and within the venue.**
- Physical distancing signage will be posted in and around all Artscape Performance and Event Venues.
  - Place visual/textural markers spaced two metres/six feet apart (e.g. tape on the floor, pylons, signs) to encourage physical distancing and guide attendees.
  - Assign staff or volunteers to monitor lines and to make public announcements reminding attendees to keep two metres/six feet apart.

## PERSONAL PROTECTIVE EQUIPMENT (PPE)

### FACE COVERINGS & GLOVES

As per the new City of Toronto [bylaw](#), everyone must wear a mask or face covering indoors with the following exceptions:

- Children under two years of age
- Persons with an underlying medical condition which inhibits their ability to wear a mask or face covering.
- Persons who are unable to place or remove a mask or face covering without assistance.
- Persons who are reasonably accommodated by not wearing a mask or face covering in accordance with the Ontario Human Rights Code.
- Officiants of wedding (as well as the wedding couple), funeral or religious ceremonies if standing in an area of the Venue that is separate from the public attending the ceremony and using a microphone to amplify their voices.

- Clients and attendees in a private space that is physically separated from public or common space and where physical distancing is observed between social circles / members of the same household.
- Artscape employees and authorized agents within a private area designated for them and not for public access, or within or behind a physical barrier.

Clients and visitors shall be permitted to temporarily remove a mask or face covering where necessary for the purpose of receiving services, such as served food or beverages.

Masks or face coverings must securely cover the nose, mouth, and chin.

Some people who are deaf or hard of hearing rely on lip reading to help understand verbal messages, and masks may create a barrier. Employees should keep an open mind when communicating with a person who is deaf or hard of hearing, particularly when wearing a mask, and let the person suggest their preferred way of communicating.

There may be situations where someone who is deaf or hard of hearing may require an employee to remove their mask or face covering to speak to them. We remind anyone removing their mask or face covering to follow safe handling procedures and to keep 2 metres / 6 feet away from others.

### **PLEXIGLASS BARRIERS**

Where necessary, Artscape will install Plexiglas barriers as an added protective measure for front-line workers engaging directly with members of the public. Plexiglass or other impermeable barriers for the purposes of separating performers from spectators must be supplied by clients.

## **ENTRY PROTOCOLS**

### **HEALTH SCREENING FOR ENTRY**

All staff, clients and vendors as well as their guests and visitors will be required to complete a [standard health screening form](#) at the entrance of the venue. The confirmation displayed upon completion of this form must be shown to the designated employee at the entrance.

Screening will be done for everyone, every day, without exception to help facilitate contact tracing should an infection occur at one of our venues. Electronic forms will be securely stored with access only to the People & Culture team at Artscape for a period of 90 days from the date of completion after which the forms will be destroyed.

The screening form was developed by a health & safety association (WSPS) and is available on Artscape's website. The form can be completed on a personal device (i.e. smartphone) or on a dedicated tablet at the building entrance. Paper forms can also be made available, if required. If the building visitor answers YES to any of the screening questions, entry will not be permitted and they will be instructed to contact [Telehealth](#) at 1-866-797-0000.

Note: The Government of Canada has implemented an [Emergency Order under the Quarantine Act](#). This order means that everyone who is entering Canada by air, sea or land must stay home for 14 days to limit the spread of COVID-19. The 14-day period begins on the day you enter Canada. Travel questions are captured on our screening questionnaires when entering Artscape Performance and Event Venues.

**Clients who wish to make use of their own screening protocols, forms and / or staff will be required to provide Artscape with a copy of their screening protocol and forms for approval, as well as the contact information for person/s with access to the screening information and a method to identify Visitors who have already completed the screening process successfully (in case of Visitors who leave and return to the Venue during an event), such as wristbands or lanyards.**

### **TEMPERATURE SCREENING**

At this time, Artscape will not be conducting temperature screening at our Performance and Event Venues.

### **CROWD CONTROL & ENTRANCES**

At each Venue, a main entry door and exit will be identified to help manage the flow of traffic, to support physical distancing and to ensure screening protocols are adhered to upon entry to the building. Where possible, stairwells will be identified exclusively as UP or DOWN to facilitate the flow of traffic throughout the building. Signage will be installed to direct traffic throughout the building accordingly. Accommodation will be provided where required.

### **WELLNESS STATIONS**

Clients and Visitors are encouraged to make use of the wellness station at the entrance to each community cultural hub where they can access hand sanitizer, disinfectant spray, and paper towels. Additional handwashing stations are available from our preferred event rentals supplier, Chairman Mills and can be arranged by your Artscape Venues representative.

## **CLEANING**

Cleaning frequently, consistently, and diligently may help slow the spread of COVID-19. Artscape staff will work with their custodial service provider to disinfect and clean venue areas, equipment, and furniture, to be accessed during an event according to guidelines from public health agencies prior to and following each event.

Cleaning personnel will also be available during normal business hours to continually clean all high touch surfaces (i.e. elevator buttons, door handles, light switches, handrails) in common areas.

Additional cleaning staff can be arranged at the request of the client to provide further cleaning where desired.

Water fountains and coat check services will not be available at any Artscape Performance and Event Venue until further notice.

## COMMON AREA USAGE

### HALLWAYS & FURNITURE USE

To encourage physical distancing best practices, all furniture will be removed from the common areas of all community cultural hubs where possible until physical distancing measures are lifted. Individuals and groups cannot congregate in hallways or common areas at any time to allow for safe passage throughout the building. Signage will be installed accordingly.

### BATHROOM USE

Frequently touched surfaces (including doorknobs, toilet, and faucet handles) will be cleaned a minimum of twice a day, per Ontario Ministry of Health guidelines. Additional service can be provided and can be further assisted by ensuring we have open communication with clients, tenants, owners, and programmers so that we can proactively schedule cleaning shifts around specific busy periods in the building. Cleaning log sheets will be posted in bathrooms and updated routinely to communicate our process to the public.

Physical distancing will be facilitated with clear signage indicating the expectation that distancing be maintained in bathroom areas and for patrons to wait outside the bathroom if there is not enough room to remain physically distant. In bathrooms with multiple sinks or urinals that are closer than 6 feet apart, every other fixture will be covered with a physical barrier that entirely prevents access. This protective measure will be in place until physical distancing is lifted. Each sink will have ready access to a soap dispenser to ensure physical distancing can always be maintained.

### ELEVATORS

Clients and visitors are encouraged to limit their elevator usage, where possible, to maintain physical distancing best practices. [Riders must always maintain a 2-metre / 6-foot separation](#). Number of riders will be dependent on the size of the elevator cab at each building. High touch surfaces, like elevator call buttons, will be wiped down frequently by custodial staff throughout the day.

## HVAC SYSTEMS

Where possible, building operators will adjust existing facility HVAC systems to provide increased flow of outdoor air ventilation. Systems will be left running for longer hours, up to 24 hours where necessary. Tenants and owners are encouraged to open all operable windows when using their studios to maintain a steady flow of air circulation and fresh air. Internal humidity will be maintained in the range of 40-60 percent relative humidity as far as possible. Regular maintenance, including seasonal filter changes will be completed as per usual practice.

## CLIENTS AND VISITORS

- The Client will assume the responsibility to inform their Visitors and Service Providers of all the health and safety measures required of them while at the Venue.
- A list of all Service Providers planning to be onsite for set up or the event must be provided by the Client. This information should include contact information. All Service Providers on site will be required to follow the Screening Protocol and other policies as applicable per this document.
- All Service Provider staff remaining on site must be accounted for in the Client's numbers.
- Should a Visitor arrive without a face mask or covering, a limited number of single-use masks will be available at a charge to the Client of \$1.00 per mask added to final invoice.
- Visitors continuing to violate these policies after a gentle reminder, will be asked to leave the Venue.

## FOOD AND BEVERAGE SERVICES AND PREFERRED CATERERS

Any catered food and beverage services must be provided by an approved Preferred Caterer until further notice, to ensure the consistent delivery of Venue procedures. There shall be no self-serve beverage/coffee stations until further notice.

All food and beverage will be served by catering staff to seated guests.

### PREFERRED CATERERS

Menu offerings for food and beverage from our preferred caterers may be reduced or adjusted to minimize cross-contamination and comply with Provincial and City of Toronto Guidelines. This can include food items that are individually separated and/or wrapped meals or snacks, served directly to each guest, who can consume the item in a physically distanced manner.

Each preferred caterer has provided and will abide by a series of operational procedures in alignment with Provincial and City of Toronto Guidelines and will follow precise operating procedures at the Venue for delivery, service, and removal for each event. Preferred Caterers will provide additional protective equipment as needed based on their offerings.

Catering staff will abide by the following Venue operational procedures:

- The caterer must supply an on-site supervisor who responsible for screening staff under their direction to be cleared for work at the beginning of their shift. They are required to complete the Daily Screening Form with each staff member. Any staff that fails the requirements on the form shall be sent home immediately and, if applicable, advised to seek medical attention and self-quarantine.
- All catering staff must report to their direct supervisor if they are feeling unwell, showing cold/flu signs or symptoms or witness another staff showing cold/flu symptoms. Their supervisor will take appropriate actions as required and advise the employee to go home and to seek medical attention as needed.
- All new catering supervisors will have an orientation upon arrival with the Artscape Venue Supervisor to be educated in the new procedures in the workplace regarding COVID-19.
- Catering supervisors are to ensure the regular disinfection of areas that workers frequently use and share.

- Catering staff are to avoid sharing supplies and tools. Catering staff are to sanitize any equipment they handle that will be in contact with or handled by another worker, client, or guest before and after each use. While handling large amounts of equipment and loading/unloading equipment from vehicles, event staff should wear gloves to avoid touching surfaces.
- Catering staff are not permitted to consume any food or beverages in public or preparation areas. Staggered coffee and meal breaks shall be provided to allow physical distancing.
- All catering staff will follow strict hygiene and sanitation practices. Gloves are to be worn for all food preparation. Proper handwashing techniques are required at the beginning and end of every work shift and before and after preparing any food or beverage products or consuming any food or beverages. Catering staff **SHOULD NOT** touch their face, mouth, nose, or eyes without washing hands first.
- Catering staff are encouraged to practice physical distancing as much as possible. Face masks are always required for catering staff.
- Catering staff will be directed to use a designated restroom and are to observe physical distancing while inside or waiting for restrooms.

## EVENT RENTALS

Only Chairman Mills, Artscape's exclusive rental supplier, is permitted to provide event rentals (defined as glassware, table and food preparation or serving equipment, tables, chairs, bar and other furniture) to the Venue.

All clean event rentals will be delivered directly to the Venue's designated **delivery** area and all used event rentals will be promptly removed to the Venue's designated **pickup** area. Employees will assist in enforcing this practice.

Chairman Mills staff will comply with staff procedures set out for other Service Providers below.

## OTHER SERVICE PROVIDERS

Event service providers need to be pre-approved by Artscape. Artscape is not responsible for vendor compliance with any provincial and municipal regulations applicable to their type of business. Service Providers will be required to supply a copy of their COVID operating procedures for review, and standard documentation for work at the Venue.

Vendor Staff will be required to comply with the following procedures:

- Service Provider deliveries will be scheduled by the Venue to allow for as much time between deliveries as possible. Deliveries may be longer than normal to accommodate for distancing in the loading areas and any freight elevators. Artscape is not responsible for any additional fees included for delays in the delivery process, or if delivery windows are scheduled in the days before or days following an event.

- Face masks must always be worn by Service Provider staff. If Service Providers are stationary and physically distanced from visitors, they may remove their masks for specific periods of time (i.e.. musicians, officiants, etc.).
- The Service Provider must supply an on-site supervisor who is responsible for screening staff under their direction to be cleared for work at the beginning of their shift. They are required to complete the daily Screening Form with each staff member. Any person that fails the requirements on the form will be sent home immediately and, if applicable, be advised to seek medical attention and self-quarantine.
- All Service Provider staff must report to their direct supervisor if they are feeling unwell, showing cold/flu signs or symptoms or witness another staff member showing cold/flu symptoms. The supervisor will take appropriate actions as required and advise the staff member to go home and to seek medical attention as needed.
- All Service Provider supervisors will have an orientation upon arrival with an Artscape Venue Supervisor to be educated in the new procedures in the workplace regarding COVID-19.
- Musicians performing with wind or brass instruments are required to have a Plexiglas or other impermeable barrier between themselves and other members of an orchestra or any Visitors. Clients must supply these.
- Service Provider staff are to avoid sharing supplies and tools. Cleanse shared items immediately after use.
- Service Provider supervisors are to ensure the regular disinfection of areas that their teams frequently use and share (i.e.: tables, desks, tablets, computers, door handles).
- Service Provider staff are not permitted to consume any food or beverages in public or preparation areas. Staggered coffee and meal breaks should be followed to allow distancing in designated Service Provider areas.
- All Service Provider staff will follow strict hygiene and sanitation practices. Proper handwashing techniques are required at the beginning and end of every work shift and before and after preparing any food or beverage products or consuming any food or beverages. Service Provider staff SHOULD NOT touch their face, mouth, nose, or eyes without washing hands first.
- Service Provider staff are encouraged to practice physical distancing as much as possible.
- Service Provider staff are to sanitize any equipment they handle that will be in contact with or handled by another worker, client, or visitor before and after each use. While handling large amounts of equipment and loading/unloading equipment from vehicles, staff should wear gloves to avoid touching surfaces.
- Service Provider staff will be directed to use a designated restroom and are to observe physical distancing while inside or waiting for restrooms.

## ARTSCAPE STAFF CONSIDERATIONS

If an employee is confirmed to be infected with COVID-19 at any time, this will be reported to their People Manager, Artscape's People and Culture Department (HR), and to the local public health authority. Artscape Performance and Event Venues will complete a thorough assessment that will determine what area(s) this person was in and who they worked with, advise those workers that may have come into contact with the infected person, and comply with any instructions from the local public health authority. Event clients will be notified and will be required to inform all event guests and any other persons who were on site at the Venue.

Should any Client or Service Provider staff or visitors be confirmed infected with COVID-19 within 14 days following an event at an Artscape Venue, the Client or Service Provider shall ensure that Artscape is notified as soon as possible, along with the local public health authority.

Employees will abide by the following Venue operational procedures:

- All employees are to stay home if they are ill or exhibiting any cold, flu, or other COVID-19 symptoms. All employees will comply with Artscape's screening protocol or will not be allowed to enter the Venue.
- All employees must report to their People Manager or People and Culture if they begin to feel unwell, start to show cold/flu signs or symptoms or witness another staff showing cold/flu symptoms. The People Manager, Joint Health and Safety Committee, or People and Culture will take appropriate actions as required and advise the employee to go home and to seek medical attention as needed.
- Employee arrivals, departures and breaks will be staggered to assist with physical distancing guidelines.
- Any new employee on site will have an orientation with their People Manager to be educated in the new procedures in the workplace regarding COVID-19.
- All employees are required to wear face masks while on duty.
- Artscape staff will be provided with appropriate face masks as well as visors (for optional use).
- Artscape will supply gloves for staff who are using chemicals or require gloves to comply with operating procedures. Used gloves must be used in accordance with the glove procedures and discarded immediately and placed in the appropriate bins.
- Employees will assist in cleaning efforts through regular cleaning and sanitizing of workstations and shared work areas (i.e.: tables, desks, tablets, computers, door handles).
- Employees are to avoid sharing supplies and tools whenever possible. Employees are to sanitize any equipment they handle that will be in contact with or handled by another worker, client, or visitor before and after each use. While handling large amounts of equipment and loading/unloading equipment from vehicles, employees should wear gloves to avoid touching surfaces.
- Employees are not permitted to consume any food or beverages in public or preparation areas. Staggered coffee and meal breaks will allow distancing in staff areas. Where staggered breaks are not possible, employees will maintain strict physical distancing.
- All employees will follow strict hygiene and sanitation practices above and beyond normal operating procedures. Proper handwashing techniques are required at the beginning and end of every work shift and before and after preparing any food or beverage products or consuming any food or beverages. DO NOT touch your face, mouth, nose, or eyes without washing your hands first and then again immediately after. Sanitize your workstation at the beginning and end of every work shift, especially if it is a shared workstation.
- Employees will be directed to use a designated restroom and are to observe physical distancing while inside or waiting for restrooms.

## **SPECIAL CONSIDERATIONS**

The following are special considerations unique to some Venues across the Artscape portfolio:

## OUTDOOR EVENTS

Many Artscape community cultural hubs are equipped with outdoor amenities, such as courtyards and parkland and some are available for Events. Events taking place in these areas are subject to Provincial and City of Toronto guidelines. All other regulations for indoor Events will apply. Outdoor Events may also require tents, fencing and portable toilets / washrooms.

See Appendix A for current gathering limits for outdoor Events.

## TRANSPORTATION

Artscape Gibraltar Point is only accessible by City of Toronto Ferry or private water taxis.

### FERRY SERVICE

The busiest times to travel are:

- between 9:30 a.m. and 12:30 p.m. from the City to Toronto Island Park
- between 3:30 and 6:30 p.m. from Toronto Island Park to the City

Try to plan your trip outside the busiest times.

- The ferry service is operating at half capacity and with a reduced summer schedule. Expect line-ups and plan accordingly.
- Passengers are required to wear masks or face coverings.
- Visitors must buy tickets ahead of time. Tickets are only valid for the date selected at the time of purchase and are limited to 5,000 per day.
- Before using the ferry, every visitor must do the [Ontario Ministry of Health self-assessment for COVID-19](#) and if they do not pass the assessment, they should not board the ferry.

**ARTSCAPE PERFORMANCE AND EVENT VENUES:  
COVID-19 OPERATING PROCEDURES  
APPENDIX A**

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VERSION 1.4 – AUGUST 3, 2020

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**VENUE OCCUPANCY LIMITS**

- **RELIGIOUS SERVICES, RITES OR CEREMONIES, AND WEDDING CEREMONIES OR FUNERAL SERVICES – PLEASE NOTE THIS DOES NOT INCLUDE RECEPTIONS FOR THESE CEREMONIES.**

**PLEASE NOTE: Under the current Provincial Reopening Guidelines, only the event types listed above allow for up to 30% of venue capacity. Visitor numbers may not exceed 30% of the entire venue capacity, regardless of the number of divided spaces used.**

<b>Building</b>	<b>Space</b>	<b>Standing</b>	<b>Theatre</b>	<b>Rounds</b>	
Artscape Daniels Launchpad	Sugar Hall (Entire Venue)	105	90	60	
	Sugar Hall (Divided A+B)	84	80	57	
	Sugar Hall (Divided B+C)	53	38	21	
	Sugar Hall (Divided - A only)	60	60	45	
	Sugar Hall (Divided - B only)	24	20	12	
	Sugar Hall (Divided - C only)	20	11	9	
Artscape Gibraltar Point	Beacon Room				
	Fireplace Room				
	West Lawn		<b>40</b>		
	South Lawn				
Artscape Sandbox	Main space (Entire Venue)	60		36	30
	Green Room	2		N/A	N/A
Artscape Weston Common	Rockport Performance Hall	51	43	36	
	Flex Studio	21	19	12	
	Meeting Room	4	N/A	N/A	
Artscape Wychwood Barns	Barn 2/Covered Street Barn	180	120	105	
	The Stop Covered Courtyard and Classroom	30	15	N/A	
	Christie Open Air Courtyard	150	N/A	N/A	
	Peter MacKendrick Community Gallery	15	12	12	
Daniels Spectrum	Ada Slaight Hall (Entire Venue)	150	120	99	
	Ada Slaight Hall (Divided B+C)	90	90	36	
	Ada Slaight Hall (Divided - A only)	45	30	24	
	Artscape Lounge	36	24	9	
	Green Room	12	N/A	N/A	
	Courtyard	120	N/A	N/A	

- **ALL OTHER EVENTS (INCLUDING WEDDING RECEPTIONS)**

**PLEASE NOTE: Visitor numbers may not exceed 50 for indoor gatherings and 100 for outdoor gatherings regardless of the number of divided spaces used. Indoor and Outdoor gathering cannot be combined to increase these limits.**

Building	Space	Standing	Theatre	Rounds
Artscape Daniels Launchpad	Sugar Hall (Entire Venue)	50	50	50
	Sugar Hall (Divided A+B)	50	50	50
	Sugar Hall (Divided B+C)	50	38	21
	Sugar Hall (Divided - A only)	50	50	45
	Sugar Hall (Divided - B only)	24	20	12
	Sugar Hall (Divided - C only)	20	11	9
Artscape Gibraltar Point	Beacon Room		40	
	Fireplace Room			
	West Lawn			
	South Lawn			
Artscape Sandbox	Main space	50	36	30
	Green Room	2	N/A	N/A
Artscape Weston Common	Rockport Performance Hall	50	43	36
	Flex Studio	21	19	12
	Meeting Room	4	N/A	N/A
Artscape Wychwood Barns	Barn 2/Covered Street Barn	50	50	50
	The Stop Covered Courtyard and Classroom	30	15	N/A
	Christie Open Air Courtyard	100	N/A	N/A
	Peter MacKendrick Community Gallery	15	12	12
Daniels Spectrum	Ada Slight Hall (Entire Venue)	50	50	50
	Ada Slight Hall (Divided B+C)	50	50	36
	Ada Slight Hall (Divided - A only)	45	30	24
	Artscape Lounge	36	24	9
	Green Room	12	N/A	N/A
	Courtyard	100	N/A	N/A

## FLOOR PLAN GUIDELINES

This is not an exhaustive list of guidelines for physically distanced floor plans. Floor plans are subject to maximum capacities as outlined above based on current Provincial Guidelines. Artscape Performance and Event Venue Employees are ready to assist clients in adapting floor plans.

- **THEATRE STYLE SEATING**

- There may be no more than 7 chairs per row on either side of an aisle. For example, if two aisles are available, there may be a total of 21 chairs per row. Ensure that only members of the same

- social circles are seated next to each other in such sections or leave 5 chairs open between two Visitors from different social circles.
- Fire lanes and aisles should be at least 12ft wide. Considering marking these lanes with directional arrows.
  - Ensure 6ft of space between the rear legs of each chair to the front legs of the chair in the row behind it.
  - Consider making use of reserved seating software and seating charts to maximize capacity safely.
  - Consider shortening program runtime and avoid intermissions. At the client's request, seating can be cleaned and disinfected during intermissions.
- **ROUND TABLES**
    - Place chairs 6ft apart around the circumference of the table or ensure that only Visitors from the same social circles are seated at each table.
    - Ensure at least 8ft between round tables (to accommodate chairs placed around tables).
    - Fire lanes and aisles should be at least 12ft wide. Considering marking these lanes with directional arrows.
  - **VENDOR STATIONS**
    - Ensure at least 8ft between adjacent vendor stations in the same row.
    - Ensure aisles of at least 12ft wide between opposite rows of vendor stations.
    - Where two vendors stations face in opposite directions, ensure at least 8ft of space between vendors.
    - If Acrylic / "Plexiglas" barriers are not used on vendor tables, ensure that there is at least 6ft between Visitors and vendors.

## COVID-19 Guidance: Indoor & Outdoor Events

Last updated: September 15, 2020 at 12:25 p.m.

Read Toronto Public Health's Guidance for planning indoor and outdoor events and gatherings.

### Contact Information

Province's toll-free line

Call if you have questions about the emergency orders.

Telephone: 1-888-444-3659

Expand All

Collapse All

### Guidance for Indoor & Outdoor Events & Gatherings

The following guidance is intended to help organizers and permit-holders of events and gatherings prepare for reopening while reducing the spread of COVID-19. Indoor and outdoor events/gatherings covered within this guidance include:

- Concerts and live shows, including performing arts events
- Meeting or event spaces[1]
- Movie theatres/cinemas[2]
- All other organized or spontaneous indoor and outdoor events and social gatherings (e.g. parties, fundraisers, fairs, wedding receptions, funeral receptions).

### Provincial Orders

Under the *Reopening Ontario Act – Stage 3 Orders* [\[2\]](https://www.ontario.ca/laws/regulation/200364) (<https://www.ontario.ca/laws/regulation/200364>), organized public events and gatherings are limited to a maximum of 50 members of the public/spectators indoors and 100 members of the public/spectators outdoors[3] with the following restrictions:

- Indoor capacity limits apply to events that are fully or partially indoors. Indoor events and gatherings cannot be combined with an outdoor event or gathering to increase the applicable gathering size.
- The number of people permitted shall be limited so that every member of the public is able to maintain a physical distance of at least two metres/six feet from every other person outside their household or social circle.
- All staff, performers, workers and others providing service for the event/gathering must maintain a physical distance of at least two metres/six feet from every other person, except:
  - if it is necessary for the performers to be closer to each other for the purposes of the performance or rehearsal;
  - where necessary to facilitate the purchase of admission, food or beverages; or
  - where necessary for the purposes of health and safety.
- Singers and players of brass or wind instruments must be separated from any spectators by an impermeable barrier (e.g. plexiglass) in both indoor and outdoor venues.
- The gathering limits and physical distancing requirements also apply to organized public events and social gatherings held within private dwellings.

### Gathering limit exceptions[4]

- Staff, workers and hired performers do not count towards the gathering limits.
- Indoor gatherings for the purposes of religious services, rites or ceremonies (<https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/community-settings-workplaces/?accordion=fair-based-organizations>), and wedding ceremonies [\[4\]](https://www.toronto.ca/wp-content/uploads/2020/08/8e4c-COVID-19-Wedding-Planning-Checklist.pdf) (<https://www.toronto.ca/wp-content/uploads/2020/08/8e4c-COVID-19-Wedding-Planning-Checklist.pdf>) or funeral services (<https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/community-settings-workplaces/?accordion=funeral-homes-cemetery>) are limited to up to 30% of the venue's capacity.
  - Social gatherings associated with wedding [\[4\]](https://www.toronto.ca/wp-content/uploads/2020/08/8e4c-COVID-19-Wedding-Planning-Checklist.pdf) (<https://www.toronto.ca/wp-content/uploads/2020/08/8e4c-COVID-19-Wedding-Planning-Checklist.pdf>), funeral [\[5\]](https://www.toronto.ca/wp-content/uploads/2020/08/8c92-COVID-19-Guidance-on-Planning-Funeral-Receptions.pdf) (<https://www.toronto.ca/wp-content/uploads/2020/08/8c92-COVID-19-Guidance-on-Planning-Funeral-Receptions.pdf>) or religious services, rites or ceremonies (e.g. receptions) must comply with Stage 3 indoor and outdoor gathering limits.
- Cinemas [\[6\]](https://www.ontario.ca/page/guidance-movie-theatres-during-covid-19) (<https://www.ontario.ca/page/guidance-movie-theatres-during-covid-19>), may permit up to 50 customers *per auditorium*.
- Professional meeting and event venues (e.g. convention centres; hotels, motels and resorts; banquet halls; conference centres) operating in compliance with a plan approved by the Office of the Chief Medical Officer of Health [\[7\]](https://www.ontario.ca/page/guidance-professional-meeting-and-event-facilities-during-covid-19) (<https://www.ontario.ca/page/guidance-professional-meeting-and-event-facilities-during-covid-19>) may permit up to 50 people *per room*. Trade shows or any events requiring guests to mingle are prohibited at this time.
- Drive-in and drive-thru venues [\[8\]](https://www.toronto.ca/wp-content/uploads/2020/06/91d1-COVID-19-Guidance-for-Drive-in-Events.pdf) (<https://www.toronto.ca/wp-content/uploads/2020/06/91d1-COVID-19-Guidance-for-Drive-in-Events.pdf>) are not subject to gathering limits.
- Festivals are strongly discouraged due to gathering limits and difficulty monitoring/restricting entry.

All planners, organizers, operators and permit-holders of events/gatherings, regardless of their purpose and size, have a responsibility to assess the risks associated with their event/gathering, and their ability to mitigate these risks. They are responsible for implementing measures to reduce the risk of infection among all those who participate in their activities (e.g. staff, performers, volunteers, attendees). This includes management of lines or crowds at entrance and exit points and around the perimeter of the event space.

This document does not replace the need for applicable City permits (<https://www.toronto.ca/business-economy/industry-sector-support/events/topic-areas/>). COVID-19 mitigation and safety measures are a new consideration as part of event permitting, however, they do not replace any pre-existing permit requirements, health and safety practices, or conditions.

Provincial orders under the *Reopening Ontario Act* and/or guidance related to events and social gatherings may change. Please check the **City of Toronto website** (<http://www.toronto.ca/COVID19>) regularly for updated guidance.

## COVID-19 Transmission

**Respiratory transmission:** COVID-19  ([https://www.toronto.ca/wp-content/uploads/2020/02/8d59-Fact-Sheet\\_Novel-Coronavirus.pdf](https://www.toronto.ca/wp-content/uploads/2020/02/8d59-Fact-Sheet_Novel-Coronavirus.pdf)) is an illness that is spread mainly from person-to-person through close contact from respiratory droplets of someone with COVID-19. The respiratory droplets can travel up to two metres/six feet when we cough, sneeze or talk. The *more* people an individual interacts with at a gathering and the *longer* that interaction lasts, the higher the potential risk of COVID-19 infection and spread.

**Contaminated surfaces:** It is possible for a person to get COVID-19 by touching a surface or object that has the virus on it, and then touching their mouth, nose, or eyes. The virus can survive on plastic and stainless steel surfaces for up to 72 hours  (<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/assumptions.html>). More information about COVID-19 can be found in the Toronto Public Health COVID-19 Fact Sheet  ([https://www.toronto.ca/wp-content/uploads/2020/02/8d59-Fact-Sheet\\_Novel-Coronavirus.pdf](https://www.toronto.ca/wp-content/uploads/2020/02/8d59-Fact-Sheet_Novel-Coronavirus.pdf)).

## Protective Measures to Keep Everyone Safe

- Stay home when you are sick.
- Keep a two metre/six foot distance from others, when possible.
- Wash your hands often, and avoid touching your face with unwashed hands.
- Cough or sneeze into your elbow.
- Wear a mask or face covering when you are in indoor public spaces, as per the City bylaw (<https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/covid-19-reduce-virus-spread/?accordion=face-masks-coverings>), and when you cannot maintain two metre/six foot distance outdoors.
- Clean and disinfect frequently touched objects and surfaces.

## Physical Distancing

- Physical distancing (<https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/covid-19-reduce-virus-spread/?accordion=physical-distancing>) means keeping a distance of two metres/six feet from others. Plan and modify the layout of your setting to ensure enough space is provided for attendees, vendors, performers and staff to maintain physical distancing.
- Calculate the maximum number of guests permitted according to current provincial regulations or physical distancing requirements, **whichever is less**. Limit the number of guests accordingly.
  - The maximum number of guests that should be permitted at any one time based on physical distancing requirements can be calculated as one person per two metres squared (four square metres or 43 square feet) of publicly accessible floor space.
  - Consider a booking system or issuing tickets, even for free events.
- Access to the event/venue should only be permitted to staff, volunteers, vendors, hired performers and guests who are registered or have a ticket.
  - Public access to the event/meeting space, room or thoroughfare should not be permitted.
  - The need to access a room through other rooms that are not part of the same event/meeting should be limited or minimized. This should be monitored by staff.
- Professional meeting/events should minimize allowing additional guests enter the space. Once a guest leaves, the facility should not allow entry of a new guest (i.e. no sharing of passes between guests).

## Modify Programming

- Consider virtual options (e.g. live streaming, pre-recorded shows, small acoustic concerts, solo performances, or virtual reality and other digital experiences).
- Where possible, hold events outdoors instead of indoors.
- Limit or cancel activities where distances or other appropriate controls cannot be implemented such as guests standing by the stage, moshing and crowd surfing, photo opportunities, autographs, backstage access, etc.
- Buskers and other street performance events that attract crowds outside of a venue's controlled area are not permitted due to the difficulty of maintaining appropriate distancing and managing the size of the gathering.
- Offer more events/gatherings at a reduced capacity rather than hosting a single large event/gathering (e.g. offer multiple, staggered activities with a limit on the number of guests).
- Allow sufficient time between events/gatherings to allow safe and distanced exit and entry, and sufficient environmental cleaning in between.
- Keep the duration of the event/gathering to a minimum to limit contact among guests.



- Guests should remain seated as much as possible.
- Guests should be restricted to staying within their event/meeting room and should be discouraged from mingling with other guests in other rooms/spaces whether part of the event or not.
- Guests attending a multi-day event/meeting should remain with the same group/cohort for the duration of the entire event/meeting.
- Consider placing workers at key points within a room and using some form of room identifier for each guest and dedicated worker (e.g. coloured wristband; convention lanyards).
- Close or restrict access to non-essential common areas (e.g. photo booth with props, merchandise kiosks, concession stands, communal lounges).
- Discourage activities that can contribute to the spread of COVID-19 (e.g. singing, cheering, dancing, playing wind instruments, hugging), and encourage alternative practices, where applicable (e.g. humming, clapping, noisemakers, waving).

### Safely Use Partitions to Separate Guests

- Use of partitions to divide large rooms is permitted for professional meeting and event facilities, including hotels, motels, convention centres, and banquet halls.
- Use, to the extent possible, existing rooms to support operations.
- If additional space is to be created, a partition can be placed to divide a large room into more than one distinct space to accommodate areas of up to 50 guests.
  - The height and width of the partition should reflect the room dimensions and have the ability to effectively physically separate groups. The height of the partition should be above the breathing zone of standing individuals to prevent the spread of droplets expired by guests.
  - The partition should be made of materials that are of a hard, non-porous surface that can be easily and routinely cleaned and disinfected (i.e., between uses). For optimal infection protection and control, there should be no physical contact with the partition.
  - Partitions must be secured appropriately, following fire and building code requirements to allow for evacuation of all individuals from a building in case of an emergency.

### Modify and Arrange Site/Floor Plan

- Design an attendee flow that encourages one-way movement with prominent signage and/or floor markings.
- Specific washrooms should be designated for specific events/meetings where there is an ability to do so (i.e. avoid having people from different events be in the same washroom at the same time).
- Increase floor marking and aisle signage to allow people to find their seats more easily.
- Arrange, mark and/or assign seating to ensure no more than 10 people per table, and minimum two metres/six feet distance between individuals who are not members of the same household or social circle.
- Ensure that guests can access their event/meeting area without wandering (i.e. entering other event/meeting rooms/areas) and, if possible, use a dedicated entrance/exit.
- Identify areas where crowding and bottlenecks are common, such as lobbies or bathrooms, and use volunteers, staff or barriers to redirect people who may gather in these areas.
- Ensure enough space for people in high traffic areas, between chairs, tables, and places where people may gather.
- Ensure a minimum distance of at least two metres/six feet between performers and audience seating by blocking off the front two rows of spectator seating, if necessary.
- A plexiglass shield or other impermeable barrier <sup>2</sup> (<https://ncceh.ca/content/blog/physical-barriers-covid-19-infection-prevention-and-control-commercial-settings>) is required between singers and players of brass or wind instruments and any spectators.

### Manage Lines and Gatherings Within and Outside the Event

- Use barriers/structures to enclose the event space/venue and manage capacity and pedestrian traffic flow.
- Designate and manage entry and exit points to control the number of attendees. If the maximum number of attendees is reached, allow one person in for every person that leaves.
- Stagger arrivals, departures and breaks, where possible, to reduce congestion at points of entrance and exit and in common areas.
- Monitor and manage customer lines within and outside the venue.
- Post physical distancing signs <sup>2</sup> (<https://www.toronto.ca/wp-content/uploads/2020/03/8efd-COVID-19-Social-Distancing-WEB.pdf>) at all entrances, kiosks and/or service counters.
- Place visual/textural markers spaced two metres/six feet apart (e.g. tape on the floor, pylons, signs) to encourage physical distancing.
- Discourage people from gathering outside the venue.
- Assign staff to monitor lines and to make public announcements reminding guests to keep two metres/six feet apart.

### Ticket and Concession Kiosks/Booths

- Encourage online or telephone ticket purchases to minimize line-ups at the ticket/service counter.
- Include staggered arrival times to the ticket process to limit on-site queueing.
- Install physical barriers <sup>2</sup> (<https://ncceh.ca/content/blog/physical-barriers-covid-19-infection-prevention-and-control-commercial-settings>) at the point of sale (e.g. plexiglass shield).
- Encourage electronic payment by debit or credit card, and to tap instead of using the PIN pad.
- Use a contactless transaction process to exchange concessions and/or scan tickets.
- Review the City of Toronto's COVID-19 Guidance for Retail Settings <sup>2</sup> (<https://www.toronto.ca/wp-content/uploads/2020/06/9059-COVID-19-Guidance-for-Retail-Settings.pdf>), as applicable.



## Bylaw on Use of Masks and Face Coverings

- All staff, performers and guests must wear a mask or face covering indoors, as per a new City of Toronto bylaw [📄 \(https://www.toronto.ca/legdocs/bylaws/2020/law0541.pdf\)](https://www.toronto.ca/legdocs/bylaws/2020/law0541.pdf).
  - Some exceptions apply, including children under the age of two, and people with medical conditions that make wearing a mask difficult.
  - Masks may be removed by performers when behind a physical barrier (e.g. singing or playing a brass/wind instrument), or engaging in physical activity (e.g. dancing).
- Business operators must develop a policy and protocol on the wearing of masks. More information is available here (<https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-orders-directives-by-laws/mandatory-mask-or-face-covering-bylaw/?accordion=sample-policy-checklist-for-businesses-organizations>).
- Masks or face coverings are strongly recommended outdoors when physical distancing cannot be maintained.
- Educate staff on the proper use and disposal of masks (<https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/covid-19-reduce-virus-spread/?accordion=face-masks-coverings>).

## Food and Drink

- Venues that serve food and drink must also comply with the regulations and guidance (<https://www.toronto.ca/home/covid-19/covid-19-reopening-recovery-rebuild/covid-19-reopening-guidelines-for-businesses-organizations/covid-19-guidance-food-premises/>) for restaurants, bars, etc.
- Where food and drink is served, guests must remain seated except to use the washroom, entering and exiting the area, or for the purposes of health and safety.
- Plated and/or pre-packaged meals are preferred.
- Family-style meals are permitted if guests are seated only with members of their social circle.
- Communal and self-serve food services (e.g. buffets, passing of hors-d'oeuvres, fountain machines) are not permitted at this time.

## Hand Hygiene and Respiratory Etiquette

- Download and post Wash your Hands [📄 \(https://www.toronto.ca/wp-content/uploads/2020/03/971a-COVID-19-WashYourHands.pdf\)](https://www.toronto.ca/wp-content/uploads/2020/03/971a-COVID-19-WashYourHands.pdf), Cover your Cough [📄 \(https://www.toronto.ca/wp-content/uploads/2020/03/97a9-COVID-19-CoverYourCough.pdf\)](https://www.toronto.ca/wp-content/uploads/2020/03/97a9-COVID-19-CoverYourCough.pdf), Protect Yourself [📄 \(https://www.toronto.ca/wp-content/uploads/2020/03/900d-COVID-19-ProtectYourself.pdf\)](https://www.toronto.ca/wp-content/uploads/2020/03/900d-COVID-19-ProtectYourself.pdf) signs in high traffic areas.
- Use of paper towels is the preferred method of drying hands.
- Provide hand sanitizer dispensers (70-90% alcohol concentration) by entrances and throughout the venue for everyone to use.
- Ensure an adequate supply of liquid soap, paper towel, hand sanitizer, tissues, and waste receptacles throughout the venue and in washrooms.

## Conduct Health Screening

- Consider pre-event/gathering communications to guests to share information on protocols and expected behaviours. Reinforce the message that people must not attend if they are ill.
- Actively screen [📄 \(https://www.toronto.ca/wp-content/uploads/2020/05/95f0-Survey-Screening-poster-TPH.pdf\)](https://www.toronto.ca/wp-content/uploads/2020/05/95f0-Survey-Screening-poster-TPH.pdf) all individuals (staff, guests, event planners, security, suppliers, contractors etc.) entering the facility.
  - Temperature checks are not required or recommended.
- Direct anyone who answers YES to any of the screening questions to go home immediately, self-isolate [📄 \(https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources?tab=0\)](https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources?tab=0), and contact Telehealth at 1-866-797-0000 or go to an assessment centre (<https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-have-symptoms-or-been-exposed/?accordion=get-tested>) to get tested.
- Staff who conduct screening should be behind a physical barrier (e.g., plexiglass) or stand at least two metres/six feet away from an individual. Where screening cannot occur behind a barrier or must involve contact with a person, at a minimum a surgical/ procedural mask and eye protection are required. Hand sanitizer, tissue, and a lined no-touch waste basket or bin should also be available.
- Signage [📄 \(https://www.toronto.ca/wp-content/uploads/2020/05/95ea-Screening-poster-retail-entrance-TPH.pdf\)](https://www.toronto.ca/wp-content/uploads/2020/05/95ea-Screening-poster-retail-entrance-TPH.pdf) should be posted on the entry doors and throughout the facility to prompt individuals to self-identify if they feel unwell or exhibit symptoms of COVID-19

## COVID-19 Outbreaks and Contact Tracing

- Develop protocols in advance that specifically address how to safely care for people who develop COVID-19 related symptoms, or who need care (e.g. injury, illness, emotional upset) while at the event/gathering.
- Designate a space where people can be isolated from others if they develop symptoms or have been exposed to COVID-19 until they can go home safely in a private vehicle and/or undergo medical assessment.
- Keep a list of names and contact information for all individuals who attend the event/gathering. Toronto Public Health will use this list to notify and provide instructions for close contacts to self-isolate or self-monitor [📄 \(https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources?tab=0\)](https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources?tab=0) for COVID-19 symptoms (<https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-have-symptoms-or-been-exposed/?accordion=monitor-your-symptoms>).

- Contact Toronto Public Health at 416-338-7600 for guidance if you have been notified that an employee, vendor, performer or attendee has tested positive, and/or you have concerns that others may have been exposed to a person with COVID-19 at the event/gathering.
- Any personal information that is collected for COVID-19 contract 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.

## Cleaning and Disinfection

- Avoid opportunities for the virus to spread through touch, either directly or indirectly, on surfaces and objects.
- Assign staff to complete environmental cleaning and disinfection duties.
- Ensure frequent cleaning and disinfecting of high-touch surfaces and objects in staff, vendor, performer and guest areas (e.g. doorknobs, tabletops, railings) at least twice a day and when visibly dirty.
  - Review Public Health Ontario's [Cleaning and Disinfection for Public Settings](https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-environmental-cleaning.pdf?la=en) (https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-environmental-cleaning.pdf?la=en) fact sheet.
  - Refer to Health Canada's [list of hard surface disinfectants for use against coronavirus \(COVID-19\)](https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html) (https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/list.html).
- Ensure washrooms and hand sinks are cleaned and disinfected at least twice a day, or as frequently as necessary to maintain a sanitary environment.
- Minimise the use of linens so as to minimize exposure to contamination.
- Provide waste receptacles lined with a plastic bag, and empty as often as necessary.
- Increase ventilation with fresh air by increasing the outdoor air ratio of the HVAC system or by opening windows. Avoid recirculating air.
  - Minimize the use of fans.
  - Ceiling fans high up in the room (e.g. 25 feet up in a gym), are less of a concern than ceiling fans on low ceilings.
  - Pedestal fans or high-powered fans on/near the floor should not be used.

## Workplace Health and Safety

- Review the [COVID-19 Guidance for Workplaces and Businesses](https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/community-settings-workplaces/covid-19-guidance-employers-workplaces-businesses/) (https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/community-settings-workplaces/covid-19-guidance-employers-workplaces-businesses/) to plan and implement protocols to keep staff safe.
- Assign a site safety manager to ensure updated working protocols reflect good hygiene and safe working conditions.
- **Actively screen staff** (https://www.toronto.ca/wp-content/uploads/2020/05/95f0-Survey-Screening-poster-TPH.pdf) before each work shift and prior to participating in the event. Questions can be completed on paper, online, or by asking staff directly.
- Implement attendance policies for staff, including maintaining a list of the names, contact information and attendance records for all staff, including performers and vendors.
- Limit, where possible, the number of workers assigned to more than one event/meeting (or room of an event) simultaneously.
- Train staff on all new policies and protocols related to COVID-19 practices, including physical distancing, hand hygiene, respiratory etiquette, and the City of Toronto mask by-law.
- Consider alternate approaches to rehearsals or performances that typically require close contact.
- Where work requires the shared handling of goods and/or close contact, ensure proper mask/face covering and hygiene protocols are implemented.
- Ensure dedicated use of high exposure items (e.g. microphones), and frequent disinfecting of high-touch equipment.

## Communication

- Provide information to staff, performers and guests about event/venue operations (e.g. public health measures, available amenities) through different communication platforms (e.g. event webpage, email social media accounts).
- Encourage staff and attendees to download the **COVID Alert app** (https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html?utm\_campaign=gc-hc-sc-2021-0024-10653701173&utm\_medium=search&utm\_source=google-ads-104719809029&utm\_content=text-en-451610636601&utm\_term=covid%20app%20ontario) so they can be notified directly if they have been in close contact with someone who was contagious with COVID-19.
- Download and display posters in high visibility areas in your setting to promote messages about how to stay safe during the COVID-19 pandemic:
  - **Physical Distancing** (https://www.toronto.ca/wp-content/uploads/2020/03/8efd-COVID-19-Social-Distancing-WEB.pdf)
  - **Face & Mask Coverings** (https://www.toronto.ca/home/covid-19/covid-19-how-you-can-help/covid-19-spread-the-word?accordion=face-masks-coverings)
  - **Protect Yourself** (https://www.toronto.ca/wp-content/uploads/2020/03/900d-COVID-19-ProtectYourself.pdf)
  - **Information about COVID-19** (https://www.toronto.ca/wp-content/uploads/2020/04/8f7a-How-COVID-19-Spreads.pdf)
  - **Wash your Hands** (https://www.toronto.ca/wp-content/uploads/2020/03/971a-COVID-19-WashYourHands.pdf)



- Cover your Cough [📄](https://www.toronto.ca/wp-content/uploads/2020/03/97a9-COVID-19-CoverYourCough.pdf) (https://www.toronto.ca/wp-content/uploads/2020/03/97a9-COVID-19-CoverYourCough.pdf)
- Screening Posters for Entrances [📄](https://www.toronto.ca/wp-content/uploads/2020/05/95ea-Screening-poster-retail-entrance-TPH.pdf) (https://www.toronto.ca/wp-content/uploads/2020/05/95ea-Screening-poster-retail-entrance-TPH.pdf)

## Other Resources

- COVID-19 Guidance for Employers, Workplaces and Businesses [📄](https://www.toronto.ca/wp-content/uploads/2020/03/9538-Fact-Sheet-for-Workplaces-Non-Healthcare_final.pdf) (https://www.toronto.ca/wp-content/uploads/2020/03/9538-Fact-Sheet-for-Workplaces-Non-Healthcare\_final.pdf)
- Reopening Toronto Businesses & Workplaces during the COVID-19 Pandemic: A Four Step Public Health Planning Guide [📄](https://www.toronto.ca/wp-content/uploads/2020/05/949e-Reopening-Toronto-Businesses-during-COVID19_TorontoPublicHealth_May2020.pdf) (https://www.toronto.ca/wp-content/uploads/2020/05/949e-Reopening-Toronto-Businesses-during-COVID19\_TorontoPublicHealth\_May2020.pdf)
- Guidance for Drive-in/Drive-thru Events [📄](https://www.toronto.ca/wp-content/uploads/2020/06/91d1-COVID-19-Guidance-for-Drive-in-Events.pdf) (https://www.toronto.ca/wp-content/uploads/2020/06/91d1-COVID-19-Guidance-for-Drive-in-Events.pdf)
- Planning a Funeral Reception / Celebration of Life during COVID-19 Checklist [📄](https://www.toronto.ca/wp-content/uploads/2020/08/8c92-COVID-19-Guidance-on-Planning-Funeral-Receptions.pdf) (https://www.toronto.ca/wp-content/uploads/2020/08/8c92-COVID-19-Guidance-on-Planning-Funeral-Receptions.pdf)
- COVID-19 Checklist for Planning a Wedding [📄](https://www.toronto.ca/wp-content/uploads/2020/08/8e4c-COVID-19-Wedding-Planning-Checklist.pdf) (https://www.toronto.ca/wp-content/uploads/2020/08/8e4c-COVID-19-Wedding-Planning-Checklist.pdf)
- Guidance for professional meeting and event facilities during COVID-19 [🔗](https://www.ontario.ca/page/guidance-professional-meeting-and-event-facilities-during-covid-19) (https://www.ontario.ca/page/guidance-professional-meeting-and-event-facilities-during-covid-19)
- Risk mitigation tool for gatherings and events operating during the COVID-19 pandemic [🔗](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/mass-gatherings-risk-assesment.html) (https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/health-professionals/mass-gatherings-risk-assesment.html)
- Risk mitigation tool for outdoor recreation spaces and activities during the COVID-19 pandemic [🔗](https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/risk-mitigation-tool-outdoor-recreation-spaces-activities-operating-covid-19.html) (https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/guidance-documents/risk-mitigation-tool-outdoor-recreation-spaces-activities-operating-covid-19.html)

[1] See Provincial guidance for professional meeting and event facilities during COVID-19 [🔗](https://www.ontario.ca/page/guidance-professional-meeting-and-event-facilities-during-covid-19) (https://www.ontario.ca/page/guidance-professional-meeting-and-event-facilities-during-covid-19).

[2] See Provincial guidance for movie theatres during COVID-19 [🔗](https://www.ontario.ca/page/guidance-movie-theatres-during-covid-19) (https://www.ontario.ca/page/guidance-movie-theatres-during-covid-19).

[3] Outdoor spaces must have at least two full sides open to the outdoors and not be substantially blocked in any way.

[4] The capacity limits described in this guidance do not apply to places and/or events that are in compliance with plans approved by the Office of the Chief Medical Officer of Health. See Stage 3 reopening consultations [🔗](https://www.ontario.ca/page/ontario-jobs-and-recovery-committee#section-3) (https://www.ontario.ca/page/ontario-jobs-and-recovery-committee#section-3) for more details.

## Events and Social Gatherings Quick Reference Guide

### Outdoor Events

Event with no food or drinks	Event with food or drinks	Drive-in/drive-thru event
<ul style="list-style-type: none"> <li>• Maximum of 100 people.</li> <li>• Guests can mingle, and must maintain six feet distancing.</li> <li>• Wear a mask when physical distancing is difficult (e.g. going to the washrooms).</li> </ul>	<ul style="list-style-type: none"> <li>• Maximum of 100 people.</li> <li>• No more than 10 people per table with six feet distancing if not from the same social circle.</li> <li>• Stay seated at all times, except to use the washroom or leave.</li> <li>• No mingling or dancing among guests.</li> </ul>	<ul style="list-style-type: none"> <li>• No maximum.</li> <li>• Cars must be parked six feet from each other.</li> <li>• Can't leave the car except for using the washroom or to purchase food or drink.</li> </ul>

### Indoor Events

Event with no food or drinks	Event with food or drinks	Religious service, rite or ceremony in a place <a href="https://www.toronto.ca/wp-content/uploads/2020/06/978e-COVID-19-Guidance-for-Places-of-Worship.pdf">📄</a> (https://www.toronto.ca/wp-content/uploads/2020/06/978e-COVID-19-Guidance-for-Places-of-Worship.pdf) of worship with no food or drink
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Event with no food or drinks	Event with food or drinks	Religious service, rite or ceremony in a place <a href="https://www.toronto.ca/wp-content/uploads/2020/06/978e-COVID-19-Guidance-for-Places-of-Worship.pdf">📄</a> (https://www.toronto.ca/wp-content/uploads/2020/06/978e-COVID-19-Guidance-for-Places-of-Worship.pdf)of worship with no food or drink
<ul style="list-style-type: none"> <li>• Maximum of 50 people.</li> <li>• Guests can mingle, and must maintain six feet distancing.</li> <li>• A mask must be worn at all times.</li> <li>• No dancing among guests.</li> </ul>	<ul style="list-style-type: none"> <li>• Maximum of 50 people. <ul style="list-style-type: none"> <li>*Movie theatres <a href="https://www.ontario.ca/page/guidance-movie-theatres-during-covid-19">📄</a> (https://www.ontario.ca/page/guidance-movie-theatres-during-covid-19), and professional meeting and event facilities <a href="https://www.ontario.ca/page/guidance-professional-meeting-and-event-facilities-during-covid-19">📄</a> (https://www.ontario.ca/page/guidance-professional-meeting-and-event-facilities-during-covid-19) may allow up to 50 people <i>per room</i>.</li> </ul> </li> <li>• No more than 10 people per table with six feet distancing if not from the same social circle.</li> <li>• Stay seated at all times, except to use the washroom or leave.</li> <li>• No mingling or dancing among guests.</li> </ul>	<ul style="list-style-type: none"> <li>• Up to 30% of the room capacity, based on ability to physically distance.</li> <li>• Limit the number of people in a choir.</li> <li>• Congregational singing is strongly discouraged, even with masks.</li> </ul>

#### All Events

- Physical distancing of two metres/six feet is required by all, unless from the same social circle.
- Mask/face covering must be worn at all times indoors except when eating, and outdoors when physical distancing is challenging.
- Staff and performers hired by the venue does not count towards gathering limits.
- Hired performers who sing or play a brass/wind instrument must be separated from guests by a barrier.

Download this information as a PDF. [📄](https://www.toronto.ca/wp-content/uploads/2020/07/9636-COVID-19-Indoor-Outdoor-Events-Gatherings.pdf) (https://www.toronto.ca/wp-content/uploads/2020/07/9636-COVID-19-Indoor-Outdoor-Events-Gatherings.pdf)

### Planning a Funeral Reception or Celebration of Life

In the midst of a global pandemic, there is still a need to come together to mourn loved ones, to celebrate their life, and to support one another. When planning an event, consider the risks associated with indoor gatherings, as COVID-19 has spread in Ontario in these settings. Having the facts about COVID-19 will help you plan a safer gathering, for you and the people around you. This document will help guide you and your family when planning a gathering to reduce the spread of COVID-19.

When planning an event, adhere to the current public health orders on gathering sizes, with preference given to outdoor events to minimize the risk. Having more guests, with closer interactions and longer time spent together, increases the risk of spreading COVID-19. If COVID-19 is spreading in the community that will increase the risk of spreading COVID-19 at a gathering.

Family or cultural expectations may need to be relaxed to protect the safety of participants.

Consider changing some rituals and practices:

- Limit in-person attendance to a smaller number of immediate family and/or friends.
- Consider hosting a memorial service virtually, or delay it for when public health measures are less restrictive, or when you can host it outdoors.
- Host a virtual service or create a virtual memory book, blog, or webpage for family and friends to share memories, photos or messages of support.
- Create aids to have attendees maintain a two metre/six foot distance from each other, facility staff, and officiants.
- Seek guidance from a funeral director, if applicable.
- If food is offered at a reception, serve individual plates. Avoid potluck, buffet or family-style meals. Do not share food or utensils.
- In some cultures, bringing gifts and food is an expression of care. Keep a two metre/six foot distance when delivering food or gifts, or consider sending gift cards with contactless food delivery services.

#### Use technology to connect virtually to support the grieving process

- Use phone or video chat to share stories, photos, offer support or a virtual hug.
- Organize virtual events with family and friends for prayer, spiritual readings or sharing memories.
- Ask family and friends to contribute their memories and stories virtually by emails, e-cards or on social media, or to sign the guest book on the funeral home

#### Consider health risks



Think of your family and friends who are older, unwell, or have health issues that make them more vulnerable to serious illness from COVID-19. Consider offering other ways for people to participate if they cannot be there in person.

Risks	Size of Gathering/Location	What to do at the gathering to prevent COVID-19
lower risk ↓ higher risk	<ul style="list-style-type: none"> <li>virtual activities and events</li> <li>outdoor gatherings</li> <li>indoor gatherings – small</li> <li>indoor gatherings – large</li> <li>gatherings with close contact (not physically distancing)</li> </ul>	<ul style="list-style-type: none"> <li>screen visitors for symptoms of COVID-19</li> <li>clean hands often</li> <li>provide hand sanitizer</li> <li>allow space for physical distancing</li> <li>limiting guests to maintain physical distance</li> <li>wear a mask</li> <li>host event in well-ventilated areas</li> <li>avoid handshakes, hugs or kisses</li> </ul>

Physical distancing is crucial to reduce the risk of spreading COVID-19. Masks can help lower the risk, especially when physical distancing is difficult.

### Planning Checklist

#### A. Stay informed

- Ask questions of the service providers you hire (e.g. ceremony and reception venues, florist, and food service vendor).
- Check the City's website (<https://www.toronto.ca/home/covid-19/>) for up to date information about COVID-19.

#### B. Limit attendance

- Limit invitations based on the type of venue (i.e. indoor vs. outdoor).
- Consider offering a virtual component to allow additional friends and family to participate, or those who are at higher risk (e.g. seniors, chronic health condition)
- Receptions held at a restaurant or place that serves food must comply with COVID-19 regulations for food premises (<https://www.toronto.ca/home/covid-19/covid-19-reopening-recovery-rebuild/covid-19-reopening-guidelines-for-businesses-organizations/covid-19-guidance-food-premises/>). This includes staying seated at all times except to enter, exit or go to the washroom.
- Arrange seating by social circles <sup>23</sup> ([https://www.ontario.ca/page/create-social-circle-during-covid-19?\\_ga=2.207697552.36556805.1591912735-2140370015.1583104578](https://www.ontario.ca/page/create-social-circle-during-covid-19?_ga=2.207697552.36556805.1591912735-2140370015.1583104578)). A social circle has a limit of 10 people. A person cannot belong to more than one social circle. A social circle can interact with each another without physical distancing.

Current gathering sizes for private and rented facilities based on the Reopening Ontario Act <sup>23</sup> (<https://www.ontario.ca/laws/regulation/r20364>):

#### Outdoor events

Mask/face covering should be worn when physical distancing is challenging.

*Staff and performers hired by the venue do not count towards the gathering size.*

Event with no food or drinks	Event with food or drinks	Drive-in/drive-thru event
<ul style="list-style-type: none"> <li>Maximum of 100 people.</li> <li>Guests can mingle and must maintain 6 feet distancing.</li> <li>Wear a mask when physical distancing is difficult (e.g. going to the washroom).</li> <li>No dancing unless hiring a performer.</li> <li>Singers and musicians must physical distance from each other and be separated from guests by plexiglass.</li> </ul>	<ul style="list-style-type: none"> <li>Maximum of 100 people.</li> <li>No more than 10 people per table.</li> <li>Stay seated at all times, except to use the washroom or leave.</li> <li>No mingling. No dancing.</li> <li>Performers (dance, sing, perform music) can be hired; must maintain precautions.</li> </ul>	<ul style="list-style-type: none"> <li>No maximum.</li> <li>Cars must be parked, 6 feet from each other.</li> <li>Can't leave the car except for the washroom.</li> </ul>

#### Indoor events

Mask/face covering must be worn at all times except when eating.

*Staff and performers hired by the venue do not count towards gathering size.*

Event with no food or drinks	Event with food or drinks	Religious service, rite or ceremony in a place of worship, no food or drink



Event with no food or drinks	Event with food or drinks	Religious service, rite or ceremony in a place of worship, no food or drink
<ul style="list-style-type: none"> <li>• Maximum of 50 people.</li> <li>• Guests can mingle and must maintain 6 feet distancing.</li> <li>• A mask must be worn at all times.</li> <li>• No dancing unless hiring a performer.</li> <li>• Singers and musicians must physical distance from each other and be separated from guests by plexiglass.</li> </ul>	<ul style="list-style-type: none"> <li>• Maximum of 50 people.</li> <li>• No more than 10 people per table.</li> <li>• Stay seated at all times, except to use the washroom or leave.</li> <li>• No mingling. No dancing.</li> <li>• Performers (dance, sing, perform music) can be hired; must maintain precautions.</li> </ul>	<ul style="list-style-type: none"> <li>• Up to 30% of the room capacity, based on ability to physically distance.</li> <li>• No choir, singing, dancing or performers at this time.</li> </ul>

### C. Communicate before the event

- Inform your guests about the measures you will be taking to keep everyone safe as well as what is expected of them at the ceremony and/or reception.
- Consider an online RSVP system and promote through social media, newspaper obituary or the funeral home website.
- If there is an option for a virtual service, post instructions on how to access it.
- Ask guests to self-screen [📄 \(https://www.toronto.ca/wp-content/uploads/2020/05/95ea-Screening-poster-retail-entrance-TPH.pdf\)](https://www.toronto.ca/wp-content/uploads/2020/05/95ea-Screening-poster-retail-entrance-TPH.pdf) for symptoms of COVID-19 before they arrive. Encourage guests to stay home if they are feeling unwell. Offer a virtual option if they wish to participate.
- Remind guests who have travelled outside of Canada that they must self-isolate for 14 days from the date of their return and should not attend in-person.
- Ask attendees to refrain from hugging, kissing and shaking hands during the service or reception. This sets expectations so no one will feel awkward.
- Ask attendees to bring their own mask/face covering. Have extras if people forget to bring one.

### D. Encourage physical distancing

- Space seating two metres/six feet apart for people not in the same social circle.
- Post signs to remind guests to stay two metres/six feet from others not in their social circle.
- Use floor markings to let guests know where to stand in the reception line to stay two metres/six feet apart.
- Remind guests to refrain from hugging, kissing and shaking hands during the service or reception.

### E. Hand hygiene, respiratory etiquette and face masks

- Wash your hands often. Post signs [📄 \(https://www.toronto.ca/wp-content/uploads/2020/03/971a-COVID-19-WashYourHands.pdf\)](https://www.toronto.ca/wp-content/uploads/2020/03/971a-COVID-19-WashYourHands.pdf) encouraging frequent handwashing.
- Have hand sanitizer available at the entrance and in high traffic areas.
- Avoid touching your face with unwashed hands.
- Post signs [📄 \(https://www.toronto.ca/wp-content/uploads/2020/03/97a9-COVID-19-CoverYourCough.pdf\)](https://www.toronto.ca/wp-content/uploads/2020/03/97a9-COVID-19-CoverYourCough.pdf) to encourage people to cough or sneeze into their elbow or tissue.
- A mask must be worn at all times when indoors, except when eating. Toronto mask bylaw [📄 \(https://www.toronto.ca/legdocs/bills/2020/bill0511.pdf\)](https://www.toronto.ca/legdocs/bills/2020/bill0511.pdf) requires all public venues to develop a policy and protocol on the wearing of masks.
- Avoid adjusting your face mask when in use.
- Children under two years of age, people with health issues that make wearing a mask difficult, and those who are unable to put on a mask without assistance, are exempted from wearing a mask. More information on mask exemptions can be found [here \(https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-orders-directives-by-laws/mandatory-mask-or-face-covering-bylaw/?accordion=people-who-do-not-have-to-wear-a-mask-or-face-covering\)](https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-orders-directives-by-laws/mandatory-mask-or-face-covering-bylaw/?accordion=people-who-do-not-have-to-wear-a-mask-or-face-covering).

### F. Modifying services

- Avoid close contact or sharing ceremonial objects or personal items among members of different households. Avoid activities that allow guests to congregate or share items.
- Singing and the use of brass or wind instruments is discouraged as respiratory droplets can travel beyond two metres/six feet. If singing or wind instruments are used, performers should maintain a two metre/six foot distance from each other and from guests and must perform behind a physical barrier such as plexiglass.
- If music is played, keep the volume low so the officiants do not need to speak loudly.
- Where appropriate, consider using outdoor spaces.

### G. Food at the reception

- Potluck, buffets and self-serve food stations are not permitted.
- Do not share items such as utensils, salt/pepper shakers, or water pitchers
- Family-style meals are not recommended at this time.
- Assign seating, keeping family households and social circles together.
- Guests are to remain seated during food service, except to go to the washroom or to leave. Guests are not permitted to walk about to socialize.
- Guests may remove their mask when eating, but should put their mask back on when going to the washroom or when leaving.

## H. Attendance list for contact tracing

- Encourage your guests to download the COVID Alert app <sup>12</sup> ([https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html?utm\\_campaign=gc-hc-sc-2021-0024-10653701173&utm\\_medium=search&utm\\_source=google-ads-104719809029&utm\\_content=text-en-451610636601&utm\\_term=covid%20app%20ontario](https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html?utm_campaign=gc-hc-sc-2021-0024-10653701173&utm_medium=search&utm_source=google-ads-104719809029&utm_content=text-en-451610636601&utm_term=covid%20app%20ontario)).
- If a guest becomes ill during the service/reception, ask them to go home and self-isolate <sup>12</sup> (<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf?la=en>), and call Telehealth at 1-866-797-0000 or their health care provider for further direction.
- Keep an electronic list of your guests and staff in attendance. Information collected is voluntary, and can only be used by public health for COVID-19 contact tracing. The attendance list can be deleted after 30 days.

Download this information as a PDF.  (<https://www.toronto.ca/wp-content/uploads/2020/08/8c92-COVID-19-Guidance-on-Planning-Funeral-Receptions.pdf>)

## Planning a Wedding

Congratulations on your upcoming nuptials. When planning a wedding during the COVID-19 pandemic, it is important to stay informed. Having the facts will help you plan a safer gathering, for you and the people around you. This is a summary of important considerations to reduce the spread of COVID-19 when planning and hosting a wedding celebration. Work with your wedding vendors and/or wedding planner to ensure that you are making informed decisions and avoiding risks.

Your event must adhere to the current public health orders on gathering limits, with preference given to outdoor events to minimize the risk. Having more guests, with closer interactions and longer time spent together, increases the risk of spreading COVID-19. Higher rates of community spread will also increase the risk of spreading COVID-19 at local events.

### A. Staying informed

- Ask questions of the service providers you hire (e.g. ceremony and reception venues, florist, and food service vendor).
- Review your venue/vendor contracts and insurance policy.
- Check the City's website (<https://www.toronto.ca/home/covid-19/>) for current information and guidance about COVID-19.
- Review the COVID-19 Guidelines for Indoor & Outdoor Events & Gatherings (<https://www.toronto.ca/home/covid-19/covid-19-reopening-recovery-rebuild/covid-19-reopening-guidelines-for-businesses-organizations/covid-19-guidance-indoor-outdoor-events/>) and COVID-19 Guidance for Places of Worship  (<https://www.toronto.ca/wp-content/uploads/2020/06/978e-COVID-19-Guidance-for-Places-of-Worship.pdf>) for more information.

### B. Communicating with your partner and service providers

- Maintain open communication with your partner and wedding planning services.
- Support each other and be flexible. Many businesses are impacted by the pandemic.
- Create a backup plan with a few alternative dates.
- For in-person events, limit attendance.
- Options to consider: a virtual ceremony, outdoor ceremony, tented reception, a smaller indoor wedding, or delaying the event until public health measures are less restrictive.
- Family and cultural expectations may need to be relaxed to protect the safety of participants.
- Some rituals and practices may also need to be modified.
- Make adjustments to your wedding checklist to accommodate public health measures.
- Go digital to shop for venues, flowers, and other wedding necessities, and to schedule appointments.

### C. Selecting venues and limiting number of guests

The provincial government has set gathering limits, under the *Reopening Ontario Act* <sup>12</sup> (<https://www.ontario.ca/laws/regulation/r20364>), to support physical distancing measures. The regulations apply to both private and rented facilities.

The number of guests permitted are based on the venue type:

- outdoor gathering, up to 100 people
- indoor gathering, up to 50 people, including receptions held at a restaurant
- performers and staff do not count towards the gathering limits
- religious services, rites and wedding ceremonies are limited to 30% of room capacity
- indoor events cannot be combined with an outdoor event to increase gathering size
- see table summary below for permitted limits by venue to assist with your planning.

#### All Events

Physical distancing is critical to reduce the spread of COVID-19. Hired performers who sing or play a brass/wind instrument must be separated from guests by a barrier.

#### Outdoor events

Mask should be worn when physical distancing is hard to maintain.



Outdoor event with no food or drinks	Outdoor event with food or drinks	Drive-in / drive thru event
<ul style="list-style-type: none"> <li>• Maximum of 100 people.</li> <li>• Guests can mingle and must maintain 6 feet distancing.</li> <li>• Wear a mask when physical distancing is difficult (e.g. going to the washroom).</li> <li>• No dancing unless by a performer.</li> </ul>	<ul style="list-style-type: none"> <li>• Maximum of 100 people.</li> <li>• No more than 10 people per table.</li> <li>• Stay seated at all times, except to use the washroom or leave.</li> <li>• No mingling. No dancing.</li> </ul>	<ul style="list-style-type: none"> <li>• No maximum.</li> <li>• Cars must be parked, 6 feet from each other.</li> <li>• Can't leave the car except for the washroom. Wear a mask when going indoors to use the washroom.</li> </ul>

#### Indoor events

Masks or face coverings must be worn at all times except when eating.

Indoor event with no food or drinks	Indoor event with food or drinks	Religious service, rite or ceremony in a place of worship with no food or drinks
<ul style="list-style-type: none"> <li>• Maximum of 50 people.</li> <li>• Guests can mingle and must maintain 6 feet distancing.</li> <li>• A mask must be worn at all times.</li> <li>• No dancing unless by a performer.</li> </ul>	<ul style="list-style-type: none"> <li>• Maximum of 50 people.</li> <li>• No more than 10 people per table.</li> <li>• Stay seated at all times, except to use the washroom or leave.</li> <li>• No mingling. No dancing.</li> </ul>	<ul style="list-style-type: none"> <li>• Up to 30% of the room capacity, based on ability to physically distance.</li> <li>• Limit the number of people in a choir.</li> <li>• Congregational singing is strongly discouraged.</li> </ul>

- Consider adding a virtual component to allow additional friends and family to participate. This may also benefit guests who cannot be there in person due to distance/ travel restrictions or are at higher risk for illness due to age and health conditions.
- For in-person events, arrange seating by social circles [https://www.ontario.ca/page/create-social-circle-during-covid-19?\\_ga=2.207697552.36556805.1591912735-2140370015.1583104578](https://www.ontario.ca/page/create-social-circle-during-covid-19?_ga=2.207697552.36556805.1591912735-2140370015.1583104578)). A social circle has a limit of 10 people. A person cannot belong to more than one social circle. A social circle can interact with each another without physical distancing.

#### D. Communicating with guests before the event

- Use technology to keep guests informed, such as a wedding website or social media.
- Inform your guests about the precautions you are taking to keep everyone safe, and to help them prepare for the wedding ceremony and/or reception.
- If hosting a virtual service, post instructions on how to access it online.
- Ask guests to self-screen <https://www.toronto.ca/wp-content/uploads/2020/05/95ea-Screening-poster-retail-entrance-TPH.pdf> for symptoms of COVID-19 before they arrive. For guests who are self-isolating, for the reasons listed below, ask them to stay home and participate online:
  - returning from travels outside of Canada in the past 14 days;
  - feeling unwell, or have symptoms of COVID-19; or
  - have been in close contact with someone who is sick or has COVID-19.
- Remind guests to bring their own mask or face covering. Plan to have some extra masks available as a backup.
- Ask guests to greet each other from a distance <https://www.toronto.ca/wp-content/uploads/2020/09/8fbf-10-Ways-to-Greet-From-6-Feet.pdf> with a smile, wave, or send virtual hugs/wishes in lieu of physical hugs, kisses and handshakes.

#### E. Prevention measures to keep everyone safe

- Tape off or space seats to maintain a two metre/six feet distance for people not in the same social circle.
- Use floor markers by the receiving line for guests to stand two metres/six feet apart.
- Avoid touching face with unwashed hands.
- Have hand sanitizer available by the entrance and in high traffic areas.
- Ensure your venue(s) to post signs encouraging guests to practice safety measures:
  - Physical distancing <https://www.toronto.ca/wp-content/uploads/2020/03/8efd-COVID-19-Social-Distancing-WEB.pdf>, frequent handwashing <https://www.toronto.ca/wp-content/uploads/2020/03/971a-COVID-19-WashYourHands.pdf> and respiratory etiquette <https://www.toronto.ca/wp-content/uploads/2020/03/97a9-COVID-19-CoverYourCough.pdf>
  - Toronto mask bylaw [https://www.toronto.ca/wp-content/uploads/2020/07/9851-Mask-Bylaw\\_letter.pdf](https://www.toronto.ca/wp-content/uploads/2020/07/9851-Mask-Bylaw_letter.pdf), how to wear a cloth mask [https://www.toronto.ca/wp-content/uploads/2020/06/96ac-038\\_COVID19\\_sign\\_safe-mask-wear\\_letter.pdf](https://www.toronto.ca/wp-content/uploads/2020/06/96ac-038_COVID19_sign_safe-mask-wear_letter.pdf) and use of washrooms [https://www.toronto.ca/wp-content/uploads/2020/07/9798-COVID-19\\_PublicHealth\\_Washrooms\\_letter.pdf](https://www.toronto.ca/wp-content/uploads/2020/07/9798-COVID-19_PublicHealth_Washrooms_letter.pdf).

#### F. Toronto mask bylaw

- A mask must be worn at all times when indoors, except when eating.
- Avoid adjusting your face mask when in use.
- The couple may remove their masks during the wedding ceremony.



- Masks may be removed by performers when behind a **physical barrier** <sup>2</sup> (<https://ncceh.ca/content/blog/physical-barriers-covid-19-infection-prevention-and-control-commercial-settings>) (e.g. singing or playing wind/brass instrument), or engaging in physical activity (e.g. dancing).
- Children under two years of age, people with health issues that make wearing a mask difficult, and those who are unable to put on a mask without assistance, are exempted from wearing a mask. More information on mask exemptions can be found [here](https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-orders-directives-by-laws/mandatory-mask-or-face-covering-bylaw/?accordion=people-who-do-not-have-to-wear-a-mask-or-face-covering) (<https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid-19-orders-directives-by-laws/mandatory-mask-or-face-covering-bylaw/?accordion=people-who-do-not-have-to-wear-a-mask-or-face-covering>).

### G. Modify the wedding service and reception

- Where appropriate, consider using outdoor spaces.
- Avoid close contact or sharing of ceremonial objects or personal items between members of different social circles.
- Avoid activities that allow guests to congregate or share items (e.g. photo booths).
- If hiring performers, they must maintain a two metre/six feet distance from each other and from guests, except if required for the performance.
- Singer or players of brass/wind instruments must perform behind a barrier (e.g. plexiglass).
- Performers or officiant should have their own microphone. Do not share microphones.
- Keep music volume low, so the officiants, guests and staff do not need to speak loudly or lean closer to communicate.
- Create an online registration book for guests.
- Consider individual hand sanitizer and personalized masks as party favours or gift bags.
- Place gift bags at each seat for guests.
- Photographers / videographers must keep two metre/six foot distance from others and wear a mask.
- Limit close group photos to people in the same social circle or have guests wear a mask, even when outdoors.
- Consider limiting alcohol service to prevent guests from relaxing physical distancing measures.
- Guests must remain seated at all times, including during the couple's dances, performances and speeches.
- The couple's dance, and their parents (e.g. father-daughter, mother-son) are permitted.
- Dancing among guests are not permitted.

### H. Food at the reception

- Potluck, buffets, and self-serve food stations are not permitted.
- Do not share items such as utensils, salt/pepper shakers, water pitchers, or wine bottles.
- Family-style meals are not recommended at this time.
- Assign seating, keeping family households and social circles together.
- Guests are to remain seated during food service, except to use the washroom or to leave. Guests are not permitted to walk around to socialize.
- Guests may remove their mask when eating, but should put the mask back on when going to the washroom or when leaving.

### I. Attendance list for contact tracing

- Encourage your guests to download the **COVID Alert app** <sup>2</sup> ([https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html?utm\\_campaign=gc-hc-sc-2021-0024-10653701173&utm\\_medium=search&utm\\_source=google-ads-104719809029&utm\\_content=text-en-451610636601&utm\\_term=covid%20app%20ontario](https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19/covid-alert.html?utm_campaign=gc-hc-sc-2021-0024-10653701173&utm_medium=search&utm_source=google-ads-104719809029&utm_content=text-en-451610636601&utm_term=covid%20app%20ontario)).
- If a guest becomes ill during the service/reception, ask them to go home and **self-isolate** <sup>2</sup> (<https://www.publichealthontario.ca/-/media/documents/ncov/factsheet-covid-19-how-to-self-isolate.pdf?la=en>), and call Telehealth at 1-866-797-0000 or their health care provider for further direction.
- Keep an electronic list of your guests and staff in attendance. Information collected is voluntary, and can only be used by public health for COVID-19 contact tracing. The attendance list can be deleted after 30 days.

Download this information as a PDF.  (<https://www.toronto.ca/wp-content/uploads/2020/08/8e4c-COVID-19-Wedding-Planning-Checklist.pdf>)





CERTIFIED TRUE COPY  
Ulili S. Watkiss, City Clerk

Digitally signed document  
Use PDF reader to verify

2020-07-03

## CITY OF TORONTO

### BY-LAW 541-2020

#### **To impose temporary regulations requiring the wearing of masks or other face coverings within enclosed public spaces.**

Whereas under sections 7 and 8 of the City of Toronto Act, 2006 (the "Act"), the City may pass by-laws in respect of the health, safety and well-being of persons and the economic, social and environmental well-being of the City; and

Whereas, Novel Coronavirus is present within the City of Toronto, and it causes the disease COVID-19 that is readily communicable from person to person and carries a risk of serious complications such as pneumonia or respiratory failure, and may result in death; and

Whereas the spread of COVID-19 has been declared a pandemic by the World Health Organization on March 11, 2020; and

Whereas, on March 17, 2020, an emergency was declared by means of Order in Council 518/2020 for purposes of s.7.1 of the Emergency Management and Civil Protection Act, and has been extended pursuant to section 7.0.7 of the Emergency Management and Civil Protection Act, due to the health risks to Ontario residents arising from COVID-19; and

Whereas subsection 8(1) of the Act, provides the City with broad authority to provide any service or thing the City considers necessary or desirable for the public; and

Whereas the City has the authority to pass by-laws respecting matters related to the economic, social and environmental well-being of the City, and the health, safety and well-being of persons under paragraphs 5 and 6 of subsection 8(2) of the Act; and

Whereas the following is deemed necessary, as there exists a pressing need for establishments to implement appropriate measures and regulations to better prevent the spread of COVID-19 and protect the health, safety and well-being of the residents of the City of Toronto within enclosed public spaces; and

Whereas it is believed that the existence of an enforceable temporary by-law requirement will help to educate the public on the importance of a properly worn mask or face covering and encourage voluntary compliance; and

Whereas the Province of Ontario has enacted O. Reg. 263/20 (STAGE 2 CLOSURES) under Subsection 7.0.2 (4) of Emergency Management and Civil Protection Act to permit certain businesses to reopen for attendance by members of the public subject to conditions, including the advice, recommendations and instructions of public health officials; and

Whereas physical distancing is difficult to maintain in enclosed public spaces, the Medical Officer of Health has advised that the following temporary regulations requiring businesses and organizations that have enclosed spaces open to the public adopt a policy to ensure that persons wear a mask or face covering as it is a necessary, recognized, practicable and effective method to limit the spread of COVID-19 and thereby help protect the health, safety and well-being of the residents of the City of Toronto;

The City of Toronto enacts:

1. (a) The Operator of an Establishment that is open to the public, shall adopt a policy as required under this By-law to ensure that no member of the public is permitted entry to, or otherwise remains within, any enclosed space within the Establishment unless the member of the public is wearing a Mask or Face Covering, in a manner which covers their mouth, nose and chin.
- (b) The Operator of the Establishment shall, upon request, provide a copy of the policy for inspection by any person authorized to enforce this By-law.
2. (a) The policy shall include the following exemptions from the requirement to wear a Mask or Face Covering:
  - (1) children under two years of age;
  - (2) persons with an underlying medical condition which inhibits their ability to wear a Mask or Face Covering;
  - (3) persons who are unable to place or remove a Mask or Face Covering without assistance;
  - (4) employees and agents of the person responsible for the Establishment within an area designated for them and not for public access, or within or behind a physical barrier; and
  - (5) persons who are reasonably accommodated by not wearing a Mask or Face Covering in accordance with the Ontario Human Rights Code.
- (b) The policy shall permit the temporary removal of a Mask or Face Covering where necessary for the purpose of receiving services, or while actively engaging in an athletic or fitness activity.
- (c) Subject to the exemptions in section 2(a), the policy shall require that employees wear a Mask or Face Covering when working in the enclosed public space.
- (d) The policy shall not require employees or members of the public to provide proof of any of the exemptions set out in section 2(a).

3. The Operator shall conspicuously post at all entrances to the Establishment clearly visible signage 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**

4. The Operator shall ensure that all persons working at the Establishment are trained in the requirements of the policy and this By-law.
5. Every person who contravenes any provision of this By-law is guilty of an offence, and on conviction is liable to a fine as provided for in the Provincial Offences Act.
6. In this By-law, the following terms shall have the following meanings:

**"Establishment"** means any of the following:

- (a) premises or any portion thereof which are used as a place of business for the sale or offering for sale of goods or services, and includes a mall or similar structure which contains multiple places of business;
- (b) churches, mosques, synagogues, temples, or other places of worship;
- (c) community centres including indoor recreational facilities;
- (d) libraries, art galleries, museums, aquariums, zoos and other similar facilities;
- (e) community service agencies providing services to the public;
- (f) banquet halls, convention centres, arenas, stadiums, and other event spaces;
- (g) premises utilized as an open house, presentation centre, or other facility for real estate purposes;
- (h) common areas of hotels, motels and other short-term rentals, such as lobbies, elevators, meeting rooms or other common use facilities; and
- (i) concert venues, theatres, cinemas, casinos, and other entertainment facilities

**"Mask or Face Covering"** means a mask, balaclava, bandana, scarf, cloth or other similar item that covers the nose, mouth and chin without gapping.

**"Operator"** means a person or organization which is responsible for or otherwise has control over the operation of an Establishment.

7. Despite section 6 above, the following premises are not an Establishment for purposes of this By-law even if they would otherwise fall within the definition of an Establishment:
- (a) schools, post-secondary institutions, and child care facilities;
  - (b) private transportation and public transportation; and
  - (c) hospitals, independent health facilities and offices of regulated health professionals.
8. This By-law shall not be interpreted so as to conflict with a provincial or federal statute, regulation, or instrument of a legislative nature, including an order made under the Emergency Management and Civil Protection Act.
9. This By-law shall come into force 7 days after the date of enactment and is deemed to be no longer in effect and revoked at 12:01 a.m. on the first day after the first Council meeting after the summer recess (currently scheduled for September 30 and October 1, 2020), unless extended by City Council.

Enacted and passed on June 30, 2020.

Frances Nunziata,  
Speaker

Ulli S. Watkiss,  
City Clerk

(Seal of the City)