



Reopening

COVID-19

Sector guidance toolkit

to help you implement
safe business reopening

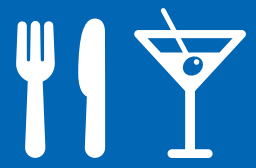
Sector guidance toolkit

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Guidelines for restaurants and bars

1.0



Operator Information: Stage 3

July 31, 2020

The Ontario government has provided a [Framework for Reopening our Province](#). Peel Public Health is committed to supporting local businesses to safely reopen in line with the Framework. This guidance document provides you with the information you need to reopen your restaurant, or other food premises to **include indoor dining**. This guidance is not intended to supersede the regulations in place by the Government of Ontario.

Restaurants, bars, food trucks, concession stands and other food and drink establishments (e.g., wineries, breweries and distilleries or food service in a banquet facility) can open for dining in both indoor and outdoor areas, when public health and provincial guidance is followed.

Buffet style service is not yet permitted.

Note: Nightclubs are not yet safe to open, except for the purpose of serving food or drinks to patrons in accordance with the conditions that apply to restaurants and bars.

Physical distancing of two metres between patrons from different households or social circles also continues to apply to restaurants/bars, food trucks, food courts, concession stands and tours, including tastings at wineries, breweries and distilleries.

There is no requirement for those restaurants whom were operating prior to the pandemic to be inspected by Peel Public Health before reopening. However, if you have a new restaurant, you must contact Peel Public Health before opening to arrange for an inspection.

Please note that future Provincial announcements may contain conditions which may result in amendments to this document.

We're making progress in the battle to recover from COVID-19, but we continue to see new cases in Peel. As our communities reopen, our actions will determine how fast and how well Peel recovers. Commit to the Core Four steps to help us overcome COVID-19. The four steps include:

1. **Stay apart** Maintain 2-metres distance from everyone outside your safe social circle.
2. **Lather up** Wash your hands often with soap and water or use hand sanitizer.
3. **Mask up** Wear a non-medical mask where maintaining physical distancing is difficult and where masks are mandatory. Protect the supply of medical grade masks for health care workers.

4. **Get tested** If you think you might have COVID-19 or have been exposed to it you should get tested. While waiting for test results, stay home, self-isolate and prevent potential spread.

The first step to control risks in a workplace is to identify them. For COVID-19, the risks are related to how the virus spreads.

COVID-19 can be spread at the workplace in two main ways:

- person to person, especially by people who are in close contact
- by surfaces or objects that are contaminated and then people touch their face with contaminated hands

Note: It is possible for COVID-19 to be spread by people who do not appear to have symptoms. Act as if everyone is infected when setting up public health measures in your premises.

Anyone who operates a restaurant or food service is required to do so in accordance with [Ontario Regulation 493/17: Food Premises](#). In addition, the [Occupational Health and Safety Act](#) states that all employers must take every reasonable precaution to protect the health and safety of workers which includes protecting workers from hazards posed by infectious diseases such as COVID-19.

If your restaurant or bar has been closed for a period of time, the drinking water system plumbing, including appliances (dishwashers, coffee machines) and storage devices, should be thoroughly flushed to ensure stagnant water has been removed from the plumbing. Flush the cold-water lines first, and then the hot water lines. Note: the hot water tank can be drained directly; if not drained, roughly 45 minutes will be needed to flush a typical 40-gallon hot water tank. Access [guidance](#) from Public Works on safely reopening a facility's drinking water and wastewater systems, and other related maintenance.

This guidance document is not a legal document. For legal information, owners and operators are advised to seek legal advice.

To further reduce the risk of spreading COVID-19, we are recommending the following:

Indoor dining area

- Permitted in Stage 3 of reopening.
- The use of non-medical masks or face coverings are required in all indoor public spaces. Operators are required to develop a policy and protocols on the wearing of masks for staff and customers, except when eating. Visit the website of your local municipality: [Brampton](#), [Caledon](#), and [Mississauga](#) for information about the mandatory bylaw.
- Non-medical masks/face coverings are mandatory for staff in any areas in which patrons interact with one another or with staff members, or areas that are open or accessible to the members of the public. Staff who are exempt from wearing a mask/face covering should be given a task with no interaction with the patrons and be able to maintain 2 metres (6 feet) away from other staff.
- A face shield is not a mask. If a patron/staff member chooses to wear a face shield, they must also wear a mask/face covering.
- Masks are required when entering the restaurant, waiting in the reception area, going to the washroom and walking around inside.
- Masks are not required while eating or drinking.
- You are not required to provide non-medical masks/face coverings to patrons, but can provide them if you wish.
- Post signage in your food establishment on the Core Four steps that staff and patrons must follow, in addition to self screening and maintaining physical distancing. [Sample signage](#).
- Rearrange and/or remove seating and tables, or mark as unavailable, to ensure there is a minimum of 2 metres/6 feet between customers seated at different tables. Appropriate barriers can be used in situations where adequate distancing between seated patrons is not possible; use plexiglass or some other impermeable barrier (e.g. between back to back booths). Install barriers to protect staff (e.g. host/hostess desk).
- Patrons must be seated at all times in any area of the establishment in which food or drink is permitted except,
 - i. while entering the area and while moving to their table,
 - ii. while placing or picking up an order,
 - iii. while paying for an order,
 - iv. while exiting the area,
 - v. while going to or returning from a washroom,
 - vi. while lining up to do any of the above or,
 - vii. where necessary for the purposes of health and safety.
- Occupancy limits should be reduced to a maximum number where physical distancing can be easily maintained.

Please note: recommendations regarding maximum occupancy is subject to change at any time. Operators must follow recommendations provided by Peel Public Health.
- No more than 10 people can sit together at the same table.
- Co-mingling between patrons of different groups should be avoided.
- Diners should be reminded that it is recommended that only members of the same household or social circle be seated together at a table.
- Limit the time servers spend within two metres/six feet of customers.
- Allow space for the safe circulation of customers and staff.
- Consider a reservation system to avoid lines of waiting customers.

Indoor dining area	<ul style="list-style-type: none"> • Consider opening doors and/or windows to increase ventilation for any indoor operations. • Customers may not be admitted if there is not an available seat or if the capacity is full. • If bar seating is used for patrons, ensure seats for separate groups are at least 2 metres (6 feet) apart. Bartenders must maintain physical distancing when serving customers or alternatively a barrier may be used. • Install floor markers for any area where a line-up may occur in order to maintain physical distancing. • Provide direction to customers. Install directional arrows (i.e. at entrance/exit) if possible. • Ensure staff are properly trained on how best to serve food, maintain safe physical distancing and avoid unnecessary handling (e.g. serve to front of table and let customers distribute, avoid handling coffee cups when refilling, let customer fill/pack leftovers in containers). Refer to the next section for more details. • Buffet style service is not allowed. • Operators must record the name and contact information of every patron who enters an indoor or outdoor dining area in the establishment, other than patrons who temporarily enter the area to place, pick up or pay for a takeout order. The records must be kept at least one month. Operator must only disclose the records to a medical officer of health or an inspector under the Health Protection and Promotion Act on request. • Operator must ensure these records are kept in a secure location.
Outdoor dining area	<ul style="list-style-type: none"> • Staff must wear face masks/face coverings indoors and outdoors in public areas. A policy must be in place for persons entering a commercial establishment if not wearing a non-medical face mask/face covering. • Visit the website of your local municipality: Brampton, Caledon, and Mississauga for information about the mandatory bylaw. • Patrons on the patio are not required to wear a mask/face covering. • A policy must be in place for persons entering a commercial establishment if not wearing a non-medical face mask/face covering. Consideration must be taken for persons with exemptions and best efforts shall be made to only allow entry to persons wearing a nonmedical mask or face covering. • Post signage in your outdoor dining area on the Core Four steps that staff and patrons must follow. • Take appropriate measures to ensure there is at least 2 metres (6 feet) being maintained between patrons seated at one table and patrons seated at surrounding tables. Appropriate barriers can be used in situations where adequate distancing between seated patrons is not possible; use plexiglass or some other impermeable barrier (e.g. between back to back booths). • Diners should be reminded that it is recommended that only members of the same household or social circle be seated together at a table. No more than ten customers should be seated at each table. • If the outdoor dining area is covered by a roof, canopy, tent, awning or other element, at least two full sides of the outdoor dining area must be open to the outdoors and must not be substantially blocked by any walls or other impermeable physical barriers. • If the outdoor dining area is equipped with a retractable roof and the roof is retracted, at least one full side of the outdoor dining area must be open to the outdoors and must not be substantially blocked by any walls or other impermeable physical barriers. All patrons must be seated when eating or drinking at the establishment. • Keep tables/chairs well away from high traffic areas.

Outdoor dining area	<ul style="list-style-type: none"> • Aisles should be wide enough to allow room for people to maintain physical distancing. • Install <u>physical distance</u> markers such as lines separated by 2 metres/6 feet or directional arrows to ensure a 1-way flow of people. • Consider keeping music to a low volume to help patrons avoid leaning in to hear one another. • Only allow reservations and asking screening questions during the reservation process regarding symptoms of COVID- 19. Ask guests with symptoms to rebook. • Recommend patrons make contactless payments either by credit or debit card.
Entry and waiting area	<ul style="list-style-type: none"> • <u>Non-medical</u> masks or face coverings are required in all indoor public spaces. Operators are required to develop a policy and protocols on the wearing of masks for staff and customers, except when eating. Visit the website of your local municipality: <u>Brampton</u>, <u>Caledon</u>, and <u>Mississauga</u> for information about the mandatory bylaw. • Post signage in your food establishment on the <u>Core Four</u> steps that staff and patrons must follow • Post screening <u>signage</u> at the entrance reminding patrons that they should not enter if they have any symptoms of COVID-19. • Remove waiting area seating and create a process to ensure that customers stay separate and maintain physical distancing while waiting to be seated. • Patrons are to wait outside until their table is ready and use technology to provide notice that a table is available. • Encourage patrons to wash their hands or use hand sanitizer with at least 60% alcohol content when entering and leaving. • Mark floors to facilitate physical distancing in areas where line-ups occur. • Keep any lineups away from dining areas. • Provide signage and guidance to guests regarding ordering and mobile orders.
Facility	<ul style="list-style-type: none"> • Notify attendees of the steps being taken to prevent the risk of transmission and the importance of their roles in these measures. COVID-19 <u>signage</u> should be posted in highly visible locations. • Washroom capacity should allow for distancing between guests. For example, consider closing alternate urinals. You may consider limiting washrooms to one guest at a time. • Operators should increase the frequency of <u>environmental cleaning and disinfection</u> for all common areas like kitchens and washrooms. • Follow manufacturer instructions and train staff on use of cleaners and disinfectants. Ensure adequate contact time of the chemical is achieved. • Update protocols for cleaning/disinfecting surfaces and equipment: <ul style="list-style-type: none"> o Give attention to key touch points and objects (e.g. food contact surfaces, hand contact areas, door handles, switches, tabletops, chairs, sneeze guards, restrooms, taps, utensils and dispensers). o Ensure shared equipment such as credit card machines and cash registers are cleaned and sanitized between uses. o Make sure that tables are cleaned and sanitized between each sitting. • Maintain cleaning and sanitation logs. • Supply dispensers for hand sanitizer (at least 60% alcohol concentration) to staff and customers, including at the door. • Encourage physical distancing of patrons in line ups (e.g. washrooms, waiting for tables).

Facility	<ul style="list-style-type: none"> • Only use disinfectants with a Drug Identification Number (DIN) and labelled as a broad-spectrum viricide. Check expiry dates and always follow the manufacturer's instructions for use. Particular attention should be paid to contact time, dilution, material compatibility, shelf-life, storage, first aid, and use of personal protective equipment. Health Canada has developed the following list of hard <u>surface disinfectants</u> for use against COVID-19.
Service	<ul style="list-style-type: none"> • Do not pre-set tables with utensils and glasses until customers are seated. • Utensils should be packaged or rolled up with the utensil tip facing inside • Reduce the number of items on tables and discontinue on-table condiments, condiment caddies, table cards, marketing materials and candles. • Replace regular condiments with single-serve versions and provide disposable napkins. • Provide single-use paper menus or use display boards to list food options. Paper menus must be discarded after use. • Where reusable menus are used, thoroughly clean and sanitize between clients. • Minimize unnecessary contact between customers and staff (e.g. place clearly visible numbers on tables and ask customers to seat themselves. Minimize the time staff spend within two metres/six feet of customers). • Train staff on how best to serve food, maintain safe physical distancing and avoid unnecessary handling • Consider removing chairs/stools to ensure there is room for physical distancing. • Wait staff and servers should try to maintain two metres of distance from patrons wherever possible.
Employee Wellness	<ul style="list-style-type: none"> • Review the <u>Core Four</u> steps with all staff • Post COVID-19 <u>screening signage</u> at the entrance to the food premises for employees. • COVID-19 <u>signage</u> should be posted in staff rooms and locations. • Owner/Operator or employees must not work if they are ill or have travelled outside of Canada in the past 14 days. • Staff should be advised to complete the <u>COVID-19 self-assessment tool</u> and/or contact their primary health provider and get tested. • Peel Public Health recommends all workplaces to conduct <u>Passive Screening</u>. • Staff who are not interacting with the public (e.g. kitchen staff) only need to wear a mask/face covering if physical distancing can't be maintained. • A face shield is not a mask. If a patron/staff member chooses to wear a face shield, they must also wear a mask/face covering. • All staff and customers should practice impeccable <u>hand hygiene</u>. • Ensure that all handwashing stations and washrooms are all adequately supplied with liquid soap in a dispenser and paper towels. • Post signage in washrooms to outline <u>proper handwashing steps</u>. • Provide alcohol-based hand sanitizer with at least 60% alcohol available for customers especially in high traffic areas such as entrances and check-out counters. • Provide cashiers, drive-through operators, delivery staff and other customer-facing staff with hand sanitizer for their use only.

Employee Wellness

- Non-food handlers can use alcohol-based hand sanitizer, if their hands aren't visibly soiled.
- If glove use is chosen, proper glove use must be practiced. It is important to change them every hour or more often as necessary and hands are to be washed and/or sanitized between changes. Remember to remove gloves when changing tasks (i.e. handling raw food vs. ready to eat/cooked foods or moving from cash register to food handling, gloves must be changed to prevent cross contamination and foodborne illness). When gloves are removed, new gloves must be used each time
- If non-medical face masks or face coverings are worn where physical distancing cannot be maintained, and when working indoors or outdoors at the food premises, practice proper mask use procedures.
- Discard all mask and gloves into a lined garbage bin.
- Avoid touching your eyes, nose, and mouth.
- Avoid close contact with people: keep physical distance of 2 metres between people.
- Cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands.
- If you don't have a tissue, sneeze or cough into your sleeve or arm.
- In order to enable your staff to physically distance, consider implementing the following:
 - Offer flexible schedules to stagger the working hours and days employees work
 - Rearrange equipment and/or modify processes in the kitchen and other areas used by staff so that physical distancing is achievable.
 - Rearrange pick-up by servers to maintain distance (e.g. use the bar as a serving area).
 - Assign staff to specific tasks and minimize contact between them.
 - Reconfigure break rooms/areas and eating areas for staff to physically distance. Restrict the number of employees in shared spaces, including kitchens and break rooms. Post signage in these areas with a maximum number of people allowed.

Entertainment

- The operator may permit a person or group under contract with the restaurant or bar to sing, dance or perform music if:
- There is a maximum of 50 spectators indoors or 100 spectators outdoors.
 - Singers and players of brass or wind instruments must be separated from the spectators by plexiglass or some other impermeable barrier.
 - Every performer and other person who provides work for the restaurant or bar is maintaining a physical distance of at least two metres from every other person except:
 - o if it is necessary for the performers to be closer to each other for the purposes of the performance or rehearsal,
 - o where necessary for the purposes of facilitating the purchase of admission, food or beverages, or
 - o where necessary for the purposes of health and safety.

Entertainment

The operator may permit members of the public to sing or perform music at the establishment if,

- o (a) they are separated from every other person, including from other performers, by plexiglass or some other impermeable barrier while singing or while performing on a brass or wind instrument;
 - o (b) they maintain a physical distance of at least two metres from every other person while singing or performing music; and
 - o (c) any equipment used by members of the public while singing or performing music is cleaned and disinfected between each use.
- If amplification used, keep volume low so patrons do not have to raise voices or lean towards each other when talking to each other.

Karaoke is permitted (but not in private karaoke rooms in Stage 3) only with the appropriate barriers, physical distancing, and increased cleaning and disinfecting.

Resources

Visit our [website](#) for up to date COVID-19 information.

We've created COVID-19 related documents, posters and other resources that you can share with your employees or staff. [Access our resources](#).

We also have [translated resources](#) in different languages.

If you have any additional questions about these recommendations and what is required of you, please contact the Region of Peel – Public Health at: 905-799-7700 or by email at: peelhealth@peelregion.ca

For more information, please refer to the following resources:

- [Indoor Mask Use in Peel](#)
- [Mask By-laws Brampton, Caledon, and Mississauga for information about the mandatory bylaw.](#)
- [Core Four](#)
- [Restaurant and food service sector webpage](#)
- [Restaurant and Food Service Tip Sheet](#)
- [COVID-19 Guidance for Food Premises Best Practices Summary Sheet](#)
- ontario.ca/laws/regulation/200364
- [Ontario Ministry of Health – Covid19 Guidance document for Food Premises](#)
- [Ontario Ministry of Health – Cleaning and Disinfection for Public Settings](#)
- [Ministry of Health COVID-19 Guidance: Essential Workplaces](#)
- [Province of Ontario Guidance to Prevent COVID-19 in the Workplace](#)
- [A Framework for Reopening our Province](#)
- [Ministry of Labour, Training and Skills Development: List of COVID-19 Guidance for Sectors: Restaurant and Food Services.](#)

Guidelines for mobile food premises



Operator Information: Stage 3

July 31, 2020

The Ontario government has provided a [Framework for Reopening our Province](#). Peel Public Health is committed to supporting local businesses to safely reopen in line with the Framework.

This guidance document provides you with the information you need to reopen your food premises. This guidance is not intended to supersede the regulations in place by the Government of Ontario.

Restaurants, bars, food trucks, concession stands and other food and drink establishments (e.g., wineries, breweries and distilleries or food service in a banquet facility) can open for dining in both indoor and outdoor areas, when public health and provincial guidance is followed.

Physical distancing of two metres between patrons from different households or social circles also continues to apply to food trucks, food courts, concession stands and tours, including tastings at wineries, breweries and distilleries.

There is no requirement for those restaurants whom were operating prior to the pandemic to be inspected by Peel Public Health before reopening. However, if you have a new restaurant, you must contact Peel Public Health before opening to arrange for an inspection.

Please note that future Provincial announcements may contain conditions which may result in amendments to this document.

We're making progress in the battle to recover from COVID-19, but we continue to see new cases in Peel. As our communities reopen, our actions will determine how fast and how well Peel recovers. Commit to the Core Four steps to help us overcome COVID-19. The four steps include:

1. **Stay apart** Maintain 2-metres distance from everyone outside your safe social circle.
2. **Lather up** Wash your hands often with soap and water or use hand sanitizer.
3. **Mask up** Wear a non-medical mask where maintaining physical distancing is difficult and where masks are mandatory. Protect the supply of medical grade masks for health care workers.
4. **Get tested** If you think you might have COVID-19 or have been exposed to it you should get tested. While waiting for test results, stay home, self-isolate and prevent potential spread. The first step to control risks in a workplace is to identify them. For COVID-19, the risks are related to how the virus spreads.

COVID-19 can be spread at the workplace in two main ways:

- person to person, especially by people who are in close contact
- by contaminated surfaces or objects and then people touch their face with contaminated hands

It is possible for COVID-19 to be spread by people who do not appear to have any symptoms. Act as if everyone is infected when setting up public health controls in your premises.

We're making progress in the battle to recover from COVID-19, but we continue to see new cases in Peel. As our communities reopen, our actions will determine how fast and how well Peel recovers. Commit to the [Core Four](#) steps to help us overcome COVID-19.

The [Occupational Health and Safety Act](#) states that all employers must take every reasonable precaution to protect the health and safety of workers which includes protecting workers from hazards posed by infectious diseases such as COVID-19.

Restaurants, bars, food trucks and other food and drink establishments such as wineries, breweries and distilleries can open for dining in indoor and outdoor areas.

These premises are required to follow the requirements in the [Ontario Food Premises Regulation 493/17](#). As COVID-19 continues to spread in the community, owners and operators of mobile food premises should adjust their operations to help prevent the spread of COVID-19.

This guidance document is not a legal document. For legal information, owners and operators are advised to seek legal advice.

To further reduce the risk of spreading COVID-19, we are recommending the following:

Dining areas	<ul style="list-style-type: none"> • Mobile food premises must take appropriate measures to ensure physical distancing of at least two metres between patrons from different households/ social circles, including: <ul style="list-style-type: none"> o limiting number of patrons allowed in the outdoor space at one time o ensuring enough space between tables, including to allow for movement o Keep any lineups away from dining areas.
Waiting Areas	<ul style="list-style-type: none"> • Post <u>screening signage</u> near the order window of the mobile food premises for customers and employees. • Post signage in your outdoor dining area on the <u>Core Four</u> steps that staff and patrons must follow • Ensure adequate space between other food trucks where there will be at least 2 metres (6 feet) between patrons when lining up for their food at each food truck. • Provide <u>physical distancing signage</u>, markings, tape or pylons for line-ups/crowd control, to maintain 2 metres (6 feet) of separation between each customer, including up to the order window. • Limit the number of customers around your food truck. • Limit the number of employees within the food truck. • Monitor and prevent overcrowding. • After ordering from the truck window, encourage customers to wait in their vehicle or at a distance from the order/pick up area, and maintain physical distancing (2 metres/6 feet). Consider an order number system to identify orders for pick up.
Facility	<ul style="list-style-type: none"> • Masks must be worn in indoor public spaces. • Non-medical masks/face coverings are mandatory for staff in any areas in which patrons interact with one another or with staff members, or areas that are open or accessible to the members of the public. Staff who are exempt from wearing a mask/face covering should be given a task with no interaction with the patrons and be able to maintain 2 metres (6 feet) away from other staff. • Visit the website of your local municipality: <u>Brampton</u>, <u>Caledon</u>, and <u>Mississauga</u> for information about the mandatory bylaw. • Post signage in your outdoor dining area on the <u>Core Four</u> steps that staff and patrons must follow • <u>Proper handwashing</u> is the best method to help reduce the spread of COVID-19. • Handwashing sink for mobile food premises must be supplied with the following: hot and cold water under pressure, liquid soap in a dispenser and paper towel. • Provide alcohol-based hand sanitizer of at least 60% alcohol content for customer use at the order/pick up window. • Non-food handlers can use alcohol-based hand sanitizer, if their hands aren't visibly soiled. • Notify attendees of the steps being taken to prevent the risk of transmission and the importance of their roles in these measures.

Facility	<ul style="list-style-type: none"> • COVID-19 signage should be posted in highly visible locations: • Cleaning and disinfecting: update protocols for cleaning/disinfecting surfaces and equipment: <ul style="list-style-type: none"> o Give attention to key touch points and objects (e.g. food contact surfaces, hand contact areas, door handles, switches) o Consider installing devices such as lights, electronic taps, etc. o Common touch devices, including digital ordering devices, bill presenters, touch-screen mobile ordering kiosks, must be regularly cleaned and disinfected.
Service	<ul style="list-style-type: none"> • Remove customer self-serve stations (e.g. condiments, napkins, etc.). As an alternative, single-use packets (e.g. ketchup, mustard, relish) or toppings should be offered when ordering and provided with their orders. • Food samples are not to be provided to patrons. • Only single-service items must be used to provide food to patrons (i.e. containers/ plastic utensils). • Leave the order on the counter or set up a side table and have the customer pick up order. • Avoid cash payment, payment should be made with debit/credit card. • At least one certified food handler must be onsite during every hour of mobile food premises operation.
Employee Wellness	<ul style="list-style-type: none"> • Owner/Operator or mobile food premises employees must not work if they are ill or have travelled outside of Canada in the past 14 days. Peel Public Health recommends all workplaces to conduct <u>Passive Screening</u>. • Review the <u>Core Four</u> steps with all staff • Post COVID-19 screening <u>signage</u> at the entrance to the food premises for employees. • COVID-19 signage should be posted in staff rooms and locations. • Ensure that all handwashing stations and staff washrooms are all adequately supplied with liquid soap in a dispenser and paper towels. Encourage staff to wash hands frequently throughout the shift using <u>proper handwashing steps</u>. • If glove use is chosen, proper glove use must be practiced. It is important to change them every hour or more often as necessary and hands are to be washed and/or sanitized between changes. Remember to remove gloves when changing tasks (i.e. handling raw food vs. ready to eat/cooked foods or moving from cash register to food handling, gloves must be changed to prevent cross contamination and foodborne illness). When gloves are removed, new gloves must be used each time • Post <u>screening signage</u> at the entrance to the mobile food premises for employees. • Avoid touching your eyes, nose, and mouth. • Avoid close contact with people: keep <u>physical distance</u> of 2 metres between people. If it is not possible to physically distance, the use of masks is recommended to reduce risk. • Staff must practice <u>proper mask use procedures</u>. • Staff who are not interacting with the public (e.g. kitchen staff) only need to wear a mask/face covering if physical distancing can't be maintained.

Employee Wellness	<ul style="list-style-type: none"> • A face shield is not a mask. If a patron/staff member chooses to wear a face shield, they must also wear a mask/face covering. • Stay home when you are ill. • Cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands. • If you don't have a tissue, sneeze or cough into your sleeve or arm.
Cleaning and Disinfecting	<ul style="list-style-type: none"> • Clean and disinfect the debit machines after each customer. • Have one employee responsible for payment transactions and clean and sanitize all surfaces or use disinfectant wipes, followed by washing their hands with soap and water. • Clean and disinfect high touch surfaces and equipment frequently (e.g. door handles, counters, handles on freezer/cooler doors, touch screen surfaces, etc.). • Limit operating hours to properly clean and disinfect all areas of the mobile food premises. • Only use disinfectants with a Drug Identification Number (DIN) and labelled as a broad-spectrum viricide. Check expiry dates and always follow the manufacturer's instructions for use. Particular attention should be paid to contact time, dilution, material compatibility, shelf-life, storage, first aid, and use of personal protective equipment. Health Canada has developed the following list of hard <u>surface disinfectants</u> for use against COVID-19.

Please contact the appropriate municipality in which you are operating for proper permits and licensing requirements.

Resources

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For more information, please refer to the following resources:

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- [Ministry of Labour, Training and Skills Development: List of COVID-19 Guidance for Sectors: Restaurant and Food Services.](#)

The information in this document is current as of July 31, 2020



Guidelines for Recreational Water Facilities

Operator Information: Stage 3

July 31, 2020

The Provincial Government has announced that the Region of Peel is included in Reopening our Province – Stage 3. This guidance document provides you with the information you need to reopen your aquatic facility. This document is also not intended to supersede the regulations in place by the Government of Ontario.

In Stage 3, whirlpools and water slides can reopen with public health restrictions.

Wave pools and waterparks, including float parks, remain closed.

This document has been developed to support operators of recreational water facilities (Classes A, B and C) in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public).

Operators of recreational water facilities must continue to comply with the requirements in the Public Pools Regulation, R.R.O. 565/90. As well, the Occupational Health and Safety Act states that all employers must take every reasonable precaution to protect the health and safety of workers which includes protecting workers from hazards posed by infectious diseases such as COVID-19.

Notification must be received at least 14 days prior to the intended date of opening. Operators are required to contact Peel Public Health to arrange for an inspection with a Public Health Inspector prior to re-opening an aquatic facility. Complete the Opening Notification Form (online or by fax: Opening Notification Form). More details can be found on our website.

NOTE: Due to the COVID-19 pandemic, requests may take longer to process. We ask for your patience while we process your request. Your designated operator must also be present during the pre-opening inspection to demonstrate various operating components of your facility.

The first step to control risks in a workplace is to identify them. For COVID-19, the risks are related to how the virus spreads.

We're making progress in the battle to recover from COVID-19, but we continue to see new cases in Peel. As our communities reopen, our actions will determine how fast and how well Peel recovers. Commit to the [Core Four](#) steps to help us overcome COVID-19.

COVID-19 can be spread at the workplace in two main ways:

- person to person, especially by people who are in close contact
- by contaminated surfaces or objects and then people touch their face with contaminated hands

It is possible for COVID-19 to be spread by people who do not appear to have any symptoms. Act as if everyone is infected when setting up public health control measures at your premises.

COVID-19 is primarily transmitted through respiratory droplets that can travel up to two meters. There is currently no evidence that the virus is transmitted through water but may occur through contact with a contaminated surface and/or being less than two meters from a person who is carrying the virus.

Please view guidelines developed by the Province for common health and safety measures for COVID-19 [sector-specific guidelines](#).

The Ontario government has provided [A Framework for Reopening our Province: Stage 3](#). Peel Public Health is committed to supporting local recreational water operators to safely reopen to align with this framework.

Create a plan for the re-opening of your facility. Ontario has developed a tool (including a Word template) for your [COVID-19 Workplace Safety Plan](#).

This document and the guidance within it, is subject to change and will be updated as needed. Current information related to COVID-19 can be found at peelregion.ca/coronavirus/

Recreational Water Facility Summary

To further reduce the risk of spreading COVID-19, we are recommending the following:

Before Re-opening your facility

- Many buildings that have been unoccupied for some time have had reduced or no water flow through the plumbing system during the pandemic, leading to the stagnation of water in the pipes. Prior to re-opening, each site needs to ensure that fresh water replaces the stagnant water in the water lines.
- Standing water can cause conditions that increase the risk of the growth and spread of Legionella and other biofilm-associated bacteria. Stagnant water can also impact disinfectant levels.
- Access guidance from Public Works on safely reopening a facility's drinking water and wastewater systems, and other related maintenance.
peelregion.ca/water/building-reopening/

Points of Entry/Access

- At the entrance, signs should be posted to inform all patrons that:
- They must not enter if they are a suspected or confirmed to be a COVID-19 case or if they have had any contact with a person with COVID-19.
 - They should not enter if they have any of the known COVID-19 symptoms such as coughing, shortness of breath or fever.
 - Anyone with symptoms of COVID-19, with a history of travel outside of Canada in the last 14 days must remain at home.
 - In addition, vulnerable populations or those with underlying medical conditions should be encouraged not to attend.
 - Face coverings are required in indoor public spaces: in change rooms and in hallways leading to the pool/whirlpool but not while in the water. Children under the age of 2, anyone who has trouble breathing, is unconscious or otherwise unable to remove a mask without help are exempt.
 - Patrons must maintain a physical distance of 2 metres from other patrons and staff (unless they are from the same social circle). A social circle is not more than 10 people including your own household. These are people with whom you can have close contact.
 - Patrons must be aware of the reduced number of maximum bathers.
 - COVID-19 signage should be posted in highly visible locations.

Employees/Patrons

- Screening should be done to ensure employees and patrons do not have COVID-19 symptoms by utilizing the screening tool below.
- Please see the Region of Peel Public Health's Screening Tool:
peelregion.ca/coronavirus/business/#workplace.

Facility

- Post signage which illustrates the layout plan of your facility including specific COVID-19 measures such as floor pattern around the pool. This will help patrons to familiarize themselves with it prior to entry. Place stickers or signage on the wall and/or floor to establish two metre distancing.
- One-way traffic measures for showers, change rooms and washrooms.
- To help maintain capacity, operators should encourage patrons to book or sign up ahead of time.

Points of Entry/Access	Facility (continued) <ul style="list-style-type: none"> • Facilities should also consider recording each patron’s name and contact information for the purpose of assisting Public Health when the need to follow-up on staff and patrons in regards to COVID-19 may arise. • Consider setting a time limit on facility use for each patron. • Physical barriers are recommended to separate the front desk attendant and the patrons. Consider a contact-free check-in for staff and patrons or provide reception counters with protection made of safety glass. • Limit physical contact by using online payment and registration. If cash is accepted, specific procedures to prevent contamination need to be established (e.g., employee should wear gloves and wash hands before and after handling money). • If wrist-bands are required, the operator should use self-applied bracelets and provide waste containers at the facility exit point for their disposal. • Encourage handwashing among staff and patrons (handwashing poster). • Provide alcohol-based hand sanitizer at entry and exit points, and encourage patrons to also bring their own. • Width of swim lanes should be considered for physical distancing. Consider alternate lanes or swimmers use the middle of lane returning by the adjacent lane.
Bather Load	<ul style="list-style-type: none"> • Adjustments to bather loads will be necessary to ensure bathers have adequate physical distancing. • To achieve physical distancing measures in whirlpools, limit numbers so that each social circle grouping is 2 metres from other groups of people.
Staff	<ul style="list-style-type: none"> • Review the Core Four steps with all staff: <ol style="list-style-type: none"> 1. Stay apart: Maintain 2 metres distance from everyone outside of your social circle 2. Lather up: Wash your hands often with soap and water or use hand sanitizer 3. Mask up: Wear a non-medical mask where maintaining physical distancing is difficult and where masks are mandatory 4. Get tested: If you think you might have COVID-19 or have been exposed to it. • Staff should stay home when they are sick. • Post COVID-19 signage in staff rooms. • It is strongly recommended that at least one individual on deck be assigned as a “COVID-19 responsible person”. • The primary function of this role would be to watch for adherence to physical distancing guidance and are knowledgeable with how COVID-19 is transmitted and trained in steps to take with bather assessments. The COVID-19 responsible person cannot be an on-duty lifeguard. • Whenever possible, lifeguard towers should be utilized for the safety supervision of recreational swimming. They offer a good view of the swimming pool and ensure physical distancing. • Staff should be encouraged to eat lunch individually and not in groups, washing hands before and after using communal facilities and disinfect tables after use. • Management should consider staggering staff shifts and programs to allow for physical distancing measures or dividing staff into two groups that have no contact with each other. • Regardless of the daily requirement of physical distancing, these two groups of staff could be strictly separated so that in the event that one group has to self-isolate, restricted operation would then be possible with the other group.

Equipment	<ul style="list-style-type: none"> • Limit the use of shared equipment wherever possible (e.g., removal of pool noodles). • Clean and disinfect shared equipment (e.g., flutter boards, lifejackets, clip boards) and launder any rental towels between each use. • Patrons should not share uncleaned towels, goggles or any other equipment other than with family members. • Snorkels should be prohibited, they encourage spitting of the mouth's contents. • Access to the equipment room should be restricted at this time. • Bathers can also be encouraged to provide their own equipment for their own use.
Seating areas	<ul style="list-style-type: none"> • The seating area should be closed if it is too small for physical distancing. • Seating should be reduced to provide for 2 metre physical distancing measures. • Post seating capacity in this vicinity to ensure it is being followed.
Cleaning and disinfecting	<ul style="list-style-type: none"> • In addition to routine cleaning, increase the frequency of sanitizing frequently touched surfaces (such as ladders, doorknobs, handrails, light switches, tables, desk fixtures, touch pads). • Rescue equipment (tubes, cans, poles, ring buoys) should be cleaned and disinfected after each use. • Chlorinated pool water is an effective disinfectant and the risk of transmission from the contact with properly treated pool water is considered minimal. Salt water pools are also chlorinated. • Ensure there are numerous handwashing stations available for patrons to use and are fully supplied.
Masks and protective equipment	<ul style="list-style-type: none"> • Face coverings/masks are required in indoor public spaces: in change rooms and in hallways leading to the pool/whirlpool. • Children under the age of 2, anyone who has trouble breathing, is unconscious or otherwise unable to remove a mask without help are exempt. • Masks should not be worn in the water by bathers and staff as they present a safety risk. • Staff should wear PPE appropriate for the work being performed (i.e., for First Aid or resuscitation) and disposed of properly. • Please refer to specific guidance from Peel Public Health. • Visit the website of your local municipality: Brampton, Caledon, and Mississauga for information about the mandatory mask bylaw.
Locker rooms/ change rooms/ washrooms	<p>Change rooms and showers will be available to the public if operators can adequately clean and disinfect the facilities.</p> <ul style="list-style-type: none"> • Remove common-use items from locker rooms. Ensure physical distancing can be maintained in the locker rooms or discontinue the use of them. • Post occupancy limits for common areas such as change rooms, locker rooms and washrooms or stagger change room access. • Post signage in strategic locations to reinforce the two metre physical distancing requirement. • Bathers should be encouraged to come to the facility in their swimming attire.

Locker rooms/ change rooms/ rooms/ washrooms	Shower Areas <ul style="list-style-type: none"> • Operators can install mobile splash protection walls or discontinue use of every other shower where showers are set up inside the physical distancing limit. • In shower areas where there are individual shower stalls, every other shower can be taken out of operation to ensure proper physical distancing. • Touchless soap dispensers should be provided to bathers so that they can take a cleansing shower.
Rapid response and first aid	<ul style="list-style-type: none"> • Facilities should have a plan in place to manage symptomatic patrons and staff during COVID-19. • Refer to the specific guidance Lifesaving Society Reopening Pools and Waterfronts on mitigating the risk of COVID-19 transmission during First Aid.
Swimming Lessons and Aquatic Fitness Classes	<ul style="list-style-type: none"> • Aquatic activities such as fitness classes and swim lessons must be in line with physical distancing measures. For example, only other household members can assist swimmers with physical contact. • The total number of people permitted in classes at any one time is limited to the number of people who can maintain physical distancing of at least 2 metres and cannot exceed the indoor gathering of 50 people or the outdoor limit of 100. • Instructors and other staff are not included in the final count.
Whirlpools/ Spas	<ul style="list-style-type: none"> • Now permitted to open.
Splash Pads and Wading Pools	<ul style="list-style-type: none"> • Permitted to reopen in the province's Framework for Reopening our Province: Stage 2.

Resources

Notification must be received at least 14 days prior to the intended date of opening. The [Opening Notification Form](#) can be completed [online](#) or sent by:

Fax: 905-565-9602;

Email: peelhealth@peelregion.ca

Mail: Peel Public Health, Health Protection,
P.O. Box 669 RPO StreetsvilleMississauga, ON L5M 2C2

Visit our [website](#) for up to date COVID-19 information.

We've created COVID-19 related documents, posters and other resources that you can share with your employees or staff. [Access our resources](#).

We also have [translated resources](#) in different languages.

If you have any additional questions about these recommendations and what is required of you, please contact the Region of Peel – Public Health at: 905-799-7700 or by email at: peelhealth@peelregion.ca

For more information, please refer to the following resources:

- [Ontario Ministry of Health – Cleaning and Disinfection for Public Settings](#)
- [Ministry of Health COVID-19 Guidance: Essential Workplaces](#)
- [Province of Ontario Guidance to Prevent COVID-19 in the Workplace](#)
- [A Framework for Reopening our Province: Stage 3](#)

Visit the website of your local municipality: [Brampton](#), [Caledon](#), and [Mississauga](#) for information about the mandatory mask bylaw.

The information in this document is current as of July 31, 2020



Reopening recreational water facilities in Peel Region

Operator Information: Stage 3

July 31, 2020

In order to open a recreational water facility and to ensure all requirements of the Ontario Regulation 565 – Public Pools are being met, please complete the Opening Notification Form. The form can be completed online or sent by:

Fax: 905-565-9602;

Email: peelhealth@peelregion.ca; OR

Mail: Peel Public Health, Health Protection, P.O. Box 669 RPO Streetsville, Mississauga L5M 2C2

Notification must be received at least 14 days prior to the intended date of opening in accordance with R.R.O. 1990, Regulation 565 – Public Pools.

NOTE: Due to the COVID-19 pandemic, requests may take longer to process. We ask for your patience while we process your request. Your designated operator must also be present during the pre-opening inspection to demonstrate various operating components of your facility.

In the interim, you can prepare for the reopening of your facility by developing protocols, procedures and physical distancing requirements to ensure the health and safety of employees and patrons at your facility. The Occupational Health and Safety Act states that all employers must take every reasonable precaution to protect the health and safety of workers which includes protecting workers from hazards posed by infectious diseases such as COVID-19.

The Ministry of Health has released their Framework for Reopening our Province: Stage 3, where you will find information regarding recreational water facilities:

- All indoor and outdoor swimming pools and outdoor splash pads and wading pools may open to the public including access to high-contact aquatic features such as slides and climbing structures.
- Whirlpools/spas are permitted to reopen.

- These public pools include those in hotels, motels, condominiums, resorts and other private facilities.
- Saunas, waterparks, and wave pools, will not be permitted to reopen in Stage 3.

Please see the attached Operator Checklist.

If you require further information on the operation or opening of your recreational water facility, please contact Peel Public Health at 905-799-7700, peelhealth@peelregion.ca or check our website at: peelregion.ca/health/enviroNew/water/operators.htm

Recreational Water Operator Checklist During Stage 3 of the COVID-19 Pandemic

- Create a plan for the re-opening of your aquatic facility.
Ontario has developed a tool (including a Word template) for your [COVID-19 Workplace Safety Plan](#).
- Ensure Peel Public Health has been notified.
- Many buildings that have been unoccupied for some time have had reduced or no water flow through the plumbing system, leading to the stagnation of water in the pipes. Prior to re-opening, each site needs to ensure fresh water replaces the stagnant water in the water lines. Standing water has caused increased risk for growth and spread of Legionella and other biofilm-associated bacteria as well as it can impact disinfectant levels.

Access guidance from Public Works on safely reopening a facility's drinking water, wastewater systems, and other related maintenance. peelregion.ca/water/building-reopening/
- Ensure that every employee who is suspected or confirmed to have contracted COVID-19 stays home and seeks medical attention. More information can be provided by calling 905-799-7700.
- Ensure strategies are in place for safe employee access to the facility.
- Ensure employees are provided with the appropriate personal protective equipment (PPE) for the work being performed and that this equipment is properly disposed of. If applicable, PPE must be cleaned and disinfected between users. Ensure that sharing of equipment and supplies between employees is avoided; if unavoidable, disinfect shared equipment before re-use.
- Post [signs](#) at the facility entrance to inform all bathers/patrons that:
 - a. Patrons may not enter the facility if they suspect that they have COVID-19 symptoms.
 - b. If admitted, patrons are required to maintain physical distancing of 2 metres from others this includes both bathers and employees with the exception of household members.
 - c. All patrons must maintain proper hygiene when in the facility.
 - d. Include patrons to follow the revised maximum bather load.
- Staffing numbers should be considered during this time. Staff should be trained and knowledgeable of the steps needed for COVID-19 safety measures.
- Provide separate entrances and exits.
- Facilities should also consider recording each patron's name and contact information for the purpose of assisting Public Health when the need to follow-up on staff and patrons in regards to COVID-19 may arise.
- It is strongly recommended that at least one individual on deck be designated as a "COVID-19 responsible person". The primary function of this role would be to watch for adherence to physical distancing guidance. The COVID-19 responsible person cannot be an on-duty lifeguard.

- Face coverings/masks are required in indoor public spaces: in change rooms and in hallways leading to the pool/whirlpool.
 - Children under the age of 2, anyone who has trouble breathing, is unconscious or otherwise unable to remove a mask without help are exempt.
 - Masks should not be worn in the water by bathers and staff as they present a safety risk.
 - Please refer to specific guidance from Peel Public Health.
 - Visit the website of your local municipality: Brampton, Caledon, and Mississauga for information about the mandatory mask bylaw.
- Ensure that a physical barrier is provided between the cashier and patrons so that no physical contact is made.
- Install physical markers on the floors or walls (such as cones, lines, stickers, wooden structures, etc.) to indicate the appropriate 2 metre spacing distance for patrons waiting in line.
- Take measures to avoid crowds gathering or long waiting lines such as a reservation system giving patrons a time slot for using the aquatic facility.
- Ensure that the occupancy rate in changerooms is reduced to allow for physical distancing. This would also include washrooms, offices, seating area and lunchrooms.
- Ensure deliveries are dropped off at a designated delivery location. Limit the exchange of paperwork by using electronic signatures on contracts or delivery forms.
- If a bathroom is available on the pool deck, encourage patrons to use this toilet to avoid them from entering other areas of the facility.
- Ensure that surfaces, sinks and toilets are cleaned and disinfected regularly.
- In addition to routine cleaning performed as required, increase the frequency of sanitation of commonly touched surfaces such as ladders, doorknobs, handrails, light switches, countertops, tables, deck fixtures and touch pads.
- Post signs to inform bathers on how to properly wash their hands.
- Ensure all handwashing stations are equipped with liquid soap and paper towels. If handwashing stations cannot be provided, have alcohol-based hand sanitizer available instead.

if you have additional questions, please:

call: Region of Peel – Public Health at 905-799-7700, or

email us: peelhealth@peelregion.ca, or

check our website: peelregion.ca/health/environNew/water/operators.htm

Guidelines for Personal Service Settings



Operator Information: Stage 3

July 31, 2020

The Ontario government has provided a [Framework for Reopening our Province](#). Peel Public Health is committed to supporting local personal service settings to safely reopen in line with the Framework. Personal service settings (PSS) include hairstyling and barbering, tattooing, micropigmentation, ear and body piercing, electrolysis, nail salons, and aesthetic services.

The first step to control risks in a workplace is to identify them. For COVID-19, the risks are related to how the virus spreads.

COVID-19 can be spread at the workplace in two main ways:

- person to person, especially by people who are in close contact
- by surfaces or objects that are contaminated and then people touch their face with contaminated hands.

Note: It is possible for COVID-19 to be spread by people who do not appear to have any symptoms. Act as if everyone is infected when setting up public health measures in your business.

This guidance document is not a legal document. For legal information, owners and operators are advised to seek legal advice.

Anyone who operates a personal service setting must continue to comply with the requirements of Ontario Regulation 136/18 [Ontario Regulation 136/18 Personal Service Settings](#) in addition to any public health guidance. The [Occupational Health and Safety Act](#) states that all employers must take every reasonable precaution to protect the health and safety of workers which includes protecting workers from hazards posed by infectious diseases such as COVID-19

Create a plan for the re-opening your premises. Ontario has developed a [tool](#) (including a Word template) to help assist you in getting your business ready for reopening.

To further reduce the risk of spreading COVID-19, we are recommending the following:

Openings Include:	<ul style="list-style-type: none"> • hair salons, barber shops, hair services (including barber shops, hair salons, hairdressers/stylists, colour consulting services, scalp treatment services, hair weaving services, and hair replacement services) • beauty salons, shops and parlours (including beauticians, estheticians, cosmetology shops or salons, manicure and pedicure salons) • hair removal services • piercing services • day spas • tanning salons • tattoo studios • Services that tend to a customer’s face (e.g. facials, ear piercing, eyebrow grooming, eyelash extension, microblading and micropigmentation). • Oxygen bars, bath houses, steam rooms and saunas are not yet permitted to open.
Before Re-opening your facility	<ul style="list-style-type: none"> • Many buildings that have been unoccupied for some time have had reduced or no water flow through the plumbing system during the pandemic, leading to the stagnation of water in the pipes. Prior to re-opening, each site needs to ensure that fresh water replaces the stagnant water in the water lines. • Standing water can cause conditions that increase the risk of the growth and spread of Legionella and other biofilm-associated bacteria. Stagnant water can also impact disinfectant levels. • Access guidance from Public Works on safely reopening a facility’s drinking water and wastewater systems, and other related maintenance.
Staff Health and Safety	<ul style="list-style-type: none"> • Employers need to communicate and train staff on possible COVID-19 transmission points in the workplace, what steps are being taken to protect them, and how they can protect themselves. • Review the Core Four steps with all staff: <ol style="list-style-type: none"> 1. Stay apart: Maintain 2 metres distance from everyone outside of your social circle 2. Lather up: Wash your hands often with soap and water or use hand sanitizer 3. Mask up: Wear a non-medical mask where maintaining physical distancing is difficult and where masks are mandatory 4. Get tested: If you think you might have COVID-19 or have been exposed to it. • Educate staff on proper hand hygiene and personal protective equipment. • Ensure all staff are screened for COVID-19 before each shift. • Staff who are ill should not be at work • Remind staff about the importance of reporting illness to their supervisor/manager. • If staff become sick with COVID-19 symptoms, while at work, they should go home right away and self-isolate. Instruct staff to call Telehealth or their health care provider or go to an Assessment Centre to get tested.
Hand Hygiene and Personal Protective Equipment	<ul style="list-style-type: none"> • Workers must wear appropriate PPE. • Post handwashing and mask signage at the entrance and throughout the premises. • Wash hands with liquid soap and warm water for at least 20 seconds frequently, upon arrival to the setting, before and after the handling of personal protective equipment, after each client interaction, after using the washroom and before eating.

Hand Hygiene and Personal Protective Equipment	<ul style="list-style-type: none"> • Properly dispose of personal protective equipment into a lined garbage bin. • If staff use gloves, it is important to change gloves when changing tasks, after every client, or more often, as necessary. Wearing gloves does not substitute hand washing. • When gloves are removed, new gloves must be used each time. Wash hands with soap and water for 20 seconds before putting on and after taking off gloves. • If goggles and face shields are used, they should be labeled to the assigned staff and disinfected routinely.
Face Coverings	<ul style="list-style-type: none"> • The use of <u>non-medical masks</u> or face coverings are required in all indoor public spaces. Operators are required to develop a policy and protocols on the wearing of masks for staff and customers. Visit the website of your local municipality: Brampton, Caledon, and Mississauga for information about the mandatory bylaw. • All staff must wear procedural masks while working directly with customers and consider wearing eye protection and aprons. • Face covers must be worn by staff and customers. Customers must wear face coverings except while receiving services on an area of their face that would otherwise be covered by a face covering. • A policy must be in place for persons entering a commercial establishment if not wearing a non-medical face mask/face covering. Consideration must be taken for persons with exemptions and best efforts shall be made to only allow entry to persons wearing a nonmedical mask or face covering. • Provide disposable masks for customers who have not brought their own. • Not all staff or customers will be able to tolerate a mask. Alternative ways to provide service to these individuals should be considered. For example, providing service at the end of the day, with no other customers in the location, and keeping a six feet physical distance as much as possible. • Staff should not share personal protective equipment (mask, gloves, goggles, face shields). • Please refer to specific guidance from Peel Public Health. • Visit the website of your local municipality: Brampton, Caledon, and Mississauga for information about the mandatory mask bylaw.
Physical Distancing	<ul style="list-style-type: none"> • Take a walk through the premises/workplace to identify areas needing adjustments, to reduce the spread of COVID-19, based on public health requirements. . • Take measures to enable physical distancing between patrons, such as limiting the number of people who may be in the business at any one time. • Arrange workstations or use every other workstation to maintain two metres distance between customers and staff. • Install physical distancing markers throughout the reception area and other areas depending on the size of the premises, including the entrance area outside the premises if appropriate, to ensure customers maintain a physical distance of 2 meters. • Limit the number of staff working in one space so that they can distance themselves from each other by staggering shifts and break times to practise physical distancing. Post <u>staggering lunch breaks</u> poster in the lunch rooms. • Post <u>physical distancing</u> signs at all entrances, by cashiers or service counters.

Front Entrance	<ul style="list-style-type: none"> • Communicate to customers about the changes you have made to protect them against COVID-19, including posting <u>screening signage</u>, updating information on your website, social media and voice mail. • For premises with a receptionist, consider installing a physical barrier (for example, plexiglass) at the service counter • Where reception areas are not large enough to enable 2 metres of distancing, ask customers to wait outside or in vehicles and text or call customers when a chair or station is ready for them. • Modify the reception area for adequate physical distancing, including removing chairs and sofas if necessary. • Remove non-essential high-touch items like magazines and toys. • Use contactless payment and avoid cash payments where possible. • Post signage in your premises on the <u>Core Four</u> steps that staff and customers must follow, in addition to self screening and maintaining physical distancing. <u>Sample signage</u>. • Provide hand sanitizer for customers and staff to use as they enter and exit. • Do not offer food or beverages to customers. • Ask customers to avoid unnecessary handling of retail products. Do not provide “testers” or product samples. Place signs to ask for staff assistance with products on shelves.
Customer Screening and Scheduling Appointments	<p>Customer Screening and Scheduling Appointments</p> <ul style="list-style-type: none"> • Maintain records of staff and clients to support public health contact tracing efforts. Document customer name, date and time of visit, contact information. • Businesses should consider operating by appointment wherever possible. • Customers should book appointments online or by phone and avoid walk-in service. • Advise customers over the phone and online that they cannot visit if they are experiencing symptoms including cough, fever, shortness of breath that are not related to a pre-existing illness or health condition. • Offer to reschedule appointments for clients, when they are sick. • Consider adjusting or waiving cancellation fees for customers who cancel due to quarantine, isolation or illness. • Stagger appointment times to enable physical distancing between customers and staff. • Ensure there is enough time (e.g. 15 min) between appointments to properly clean and disinfect workstations and equipment after every customer. • Ask customers to attend appointments alone unless, necessary (e.g. a parent or guardian). • Ask customers not to arrive more than 5 minutes before their appointment.

Providing Personal Service to Clients	<ul style="list-style-type: none"> • Provide products and tools that are dedicated to only one staff member and avoid sharing. • Provide hand sanitizer in the service area. • Prior to the start of a service ensure customers and staff wear a mask and wash their hands with soap and water or use hand sanitizer. • Discard single-use items, including gloves and masks, immediately after use to reduce the risk of contamination. • Clean and disinfect all re-usable instruments and equipment at the end of the service.
Laundry	<ul style="list-style-type: none"> • Place dirty towels and linens in a lined laundry bin for washing with hot water and detergent using a washing machine. Dryers should be used as the heat further kills any viruses. • Sanitize laundry baskets or reusable bags between uses. Do not use the same basket for dirty and clean towels/capes. • Use a clean cape for each client and consider using a disposable barrier between the client and their skin. Clean and disinfect/laundry capes between clients. • Use a clean towel, not a neck brush as it is difficult to clean and disinfect, to remove loose hair.
Cleaning and Disinfection	<ul style="list-style-type: none"> • Cleaning and disinfecting or sterilization of items should continue as indicated in the Personal Service Settings Regulation 136/18, including reusable tools, instruments, equipment, shampoo bowls, manicure tables, chairs, workstations, etc., and other reusable equipment after every use. Refer to cleaning and disinfection of reusable equipment poster. • Regularly clean and disinfect high touch surfaces and common areas such as door handles, counters, cabinet doors, light switches, faucets, handrails, chairs, payment devices and washrooms. • Clean and disinfect worksurfaces between customers and staff. • Commonly used cleaners and disinfectants are effective against COVID-19. Chlorine bleach solutions may be used if appropriate for the surface/equipment. Refer to disinfection solutions using household bleach poster. • Use only disinfectants that have a Drug Identification Number (DIN) that confirms it is approved for use in Canada. Check product expiry dates and always follow the manufacturer instructions for use. Particular attention should be paid to contact time, dilution, material compatibility, shelf-life, storage, first aid, and use of personal protective equipment. Health Canada has developed the following list of hard surface disinfectants for use against COVID-19.

Resources

Visit our [website](#) for up to date COVID-19 information.

[Indoor Mask Use in Peel](#)

Mask By-laws [Brampton](#), [Caledon](#), and [Mississauga](#) for information about the mandatory bylaw.

[Core Four](#)

We've created COVID-19 related documents, posters and other resources that you can share with your employees or staff. [Access our resources](#).

We also have [translated resources](#) in different languages.

If you have any additional questions about these recommendations and what is required of you, please contact the Region of Peel – Public Health at: 905-799-7700 or by email at: peelhealth@peelregion.ca

For more information, please refer to the following resources:

Ministry of Health Resources

- [O.Reg 263/20 **ontario.ca/laws/regulation/200263**](#)
- [Ontario Ministry of Health – Covid19 Guidance document for Food Premises](#)
- [Ontario Ministry of Health – Cleaning and Disinfection for Public Settings](#)

Government of Ontario

- [Ministry of Health COVID-19 Guidance: Essential Workplaces](#)
- [Province of Ontario Guidance to Prevent COVID-19 in the Workplace](#)
- [A Framework for Reopening our Province](#)
- [Ministry of Labour, Training and Skills Development: List of COVID-19 Guidance for Sectors: Personal Services](#)

Operators who need support finding personal protective equipment can contact the provincial government for further information at [covid-19.ontario.ca/how-your-organization-can-help-fight-coronavirus](https://www.covid-19.ontario.ca/how-your-organization-can-help-fight-coronavirus) or 1-888-777-0554

Notes: Portions of this document were adapted from guidance published by Toronto Public Health

The information in this document is current as of July 31, 2020

Guidelines for fresh food and farmers' markets



Operator Information: Reopening July 27, 2020

Peel Public Health is committed to supporting organizers, staff and vendors participating in farmers' and fresh food markets to have an enjoyable experience and in reducing the spread of COVID-19.

The first step to control risks in a workplace is to identify them. For COVID-19, the risks are related to how the virus spreads. COVID-19 can be spread at the workplace in two main ways:

- person to person, especially by people who are in close contact
- by surfaces or objects that are contaminated and then people touch their face with contaminated hands

Note: It is possible for COVID-19 to be spread by people who do not appear to have symptoms. It is best to assume that everyone who comes on the premises potentially may have COVID-19 and set up public health measures accordingly.

The Ontario government has provided a [Framework for Reopening our Province](#). These guidelines will help prevent the transmission of COVID-19.

[Regulation 493 \(Food Premises\)](#) under the Ontario Health Protection and Promotion Act (HPPA) exempt farmers' market food vendors from the Food Premises Regulation if the following condition is met:

- The majority of vendors operating the stalls at the market are producers of farm products who are primarily selling or offering for sale their own products. Farmers' market operators may be asked to provide evidence of their market's exemption status to Peel Public Health staff.

The Region of Peel [Food Safety Guidelines for Special Events](#) provides food vendors with safe food handling practices at special events and farmers markets.

In addition, the [Occupational Health and Safety Act](#) states that all employers must take every reasonable precaution to protect the health and safety of workers which includes protecting workers from hazards posed by infectious diseases such as COVID-19. To do so, create a plan for the safe re-opening of your farmers' market. Ontario has developed a tool (including a Word template) for your [COVID-19 Workplace Safety Plan](#).

To reduce the risk of spreading COVID-19, we are recommending farmers’ markets implement the following recommendations below:

To reduce the risk of spreading COVID-19, we are recommending these premises to implement the following recommendations:

<p>Entry and Physical Distancing</p>	<ul style="list-style-type: none"> • Post screening <u>signage</u> at the entrance reminding patrons that they should not enter if they have any symptoms of COVID-19. • <u>Physical distancing</u> refers to the practice of avoiding close contact by keeping a distance of two metres (six feet) from others. • Strategies to ensure physical distancing among customers and staff can include: <ul style="list-style-type: none"> o Designating a single entry and exit point to control the number of customers entering the market. o Posting signage at the entrance welcoming customers and indicating the conditions for entry. • Close all other access points to the market: <ul style="list-style-type: none"> o Use existing barriers/structures. For example, position the market near an existing building so that the walls of the building enclose the market perimeter. o If this is not possible, install barriers, fencing or other equipment to enclose the market perimeter. • Plan and modify the layout of the farmers’ market to ensure enough space is provided for customers, vendors and market staff to maintain physical distancing. • Encourage physical distancing between customers attending the market: <ul style="list-style-type: none"> o Design a shopping flow that encourages one-way movement with prominent signage and/or floor markings. o Do not provide communal tables or seating in the market. • Arrange and modify vendors booths to maintain physical distancing and reduce contact: <ul style="list-style-type: none"> o Increase spacing between vendors booths (e.g. keep an empty area between each booth). • Encourage patrons to wash their hands or use alcohol-based hand sanitizer with at least 60% alcohol content when entering and leaving. <ul style="list-style-type: none"> o Organizers are encouraged to have a hand sanitizer dispenser at the entrance and ensuring all patrons to use it upon entry. • Non-medical or cloth masks are strongly recommended when physical distancing cannot be maintained.
<p>Entry and waiting area</p>	<ul style="list-style-type: none"> • Masks do not replace the need for physical distancing, hand washing, and staying home when sick. Remind staff and patrons to use <u>proper mask use procedures</u>. • Monitor and manage customer lines: <ul style="list-style-type: none"> o Place visual markers/cues spaced two metres/six feet apart (e.g. tape on the floor, pylons, signs) to encourage physical distancing and guide customers waiting in line.

<p>Entry and waiting area</p>	<ul style="list-style-type: none"> • Assign staff to monitor the line and to make public announcements reminding customers to keep two metres/six feet apart: <ul style="list-style-type: none"> ◦ Limit the number of customers permitted into the market at any given time: ◦ Position staff at the entrance to control customer entry. ◦ Monitor the number of people entering and leaving the market ◦ Stagger/delay customer entry into the market. ◦ If the maximum number of customers is reached, allow one person in for every person that leaves. • To calculate the maximum number of people that should be permitted in the market at any one time, apply the one person per four square metres of public/retail floor space rule • Support vendors that are providing online and/or telephone ordering services: <ul style="list-style-type: none"> ◦ Establish and clearly identify pick-up points for advance orders (e.g. drive-through/pedestrian pick-up) ◦ Stagger load in and load out times, and designate locations for vendor areas prior to market opening.
<p>Facility</p>	<ul style="list-style-type: none"> • Notify attendees of the steps being taken to prevent the risk of transmission and the importance of their roles in these measures. • COVID-19 signage should be posted in highly visible locations. • Washroom capacity should allow for distancing between guests. For example, consider closing alternate urinals. • Operators should increase the frequency of environmental cleaning and disinfection for all common areas like kitchens and washrooms. Regular checks (every 3-4 hours) with top up of soap in the washrooms and elsewhere is encouraged. • Follow manufacturer instructions and train staff on use of cleaners and disinfectants. Ensure adequate contact time of the chemical is achieved. • Update protocols for cleaning/disinfecting surfaces and equipment, and clean thoroughly at specific intervals throughout the day: <ul style="list-style-type: none"> ◦ Give attention to key touch points and objects (e.g. food contact surfaces, hand contact areas, door handles, switches, tabletops, chairs) ◦ Ensure shared equipment such as credit card machines and cash registers are cleaned and sanitized between uses. • Maintain cleaning and sanitation logs. • Supply dispensers for alcohol-based hand sanitizer to staff and customers. • Monitor and refill hand hygiene supplies such as hand sanitizer, soap and paper towels in public areas and washroom facilities. • Only use disinfectants with a Drug Identification Number (DIN) and labelled as a broad-spectrum viricide. Check expiry dates and always follow the manufacturer's instructions for use. Particular attention should be paid to contact time, dilution, material compatibility, shelf-life, storage, first aid, and use of personal protective equipment. Health Canada has developed the following list of hard surface disinfectants for use against COVID-19.

Facility	<ul style="list-style-type: none"> • No food samples can be distributed to customers. <ul style="list-style-type: none"> ◦ Limit on-site food preparation. Foods should be packaged and prepared ahead of time. ◦ Provide single use condiments for public use OR keep all condiments behind the counter and allow only staff to do food/drink preparation, e.g., coffees • No seating areas or 'play areas' can be set-up. <ul style="list-style-type: none"> ◦ Vendors should minimize displays and offer pre-packaged foods at rounded prices, to reduce cash handling. • Include a list of vendors and food products that the vendors will be selling. <ul style="list-style-type: none"> ◦ ensure that food products are packaged and not loose. ◦ ensure that refrigerated and frozen products are maintained at proper temperatures. ◦ Get confirmation from each vendor that the food is obtained from an approved source, that is, <ul style="list-style-type: none"> ◆ meat ONLY from an approved slaughterhouse and processed at approved facilities, ◆ dairy products ONLY from pasteurized milk ◆ perishable food requiring refrigeration during transport and distribution is maintained out of the danger zone (refrigerated). ◆ vendors can offer for sale only non-hazardous home-prepared products such as baked goods and fruit jams/jellies. • Artisan/non-food items are permitted for sale but ensure all products are kept behind your table to ensure customers will not handle your products before they have been purchased.
Employee Wellness	<ul style="list-style-type: none"> • Post COVID-19 <u>screening signage</u> in prominent areas of the market for employees. <ul style="list-style-type: none"> ◦ Market organizers should encourage staff and vendors to complete <u>active screening</u> before each work shift and prior to participating in the market. • Organizer must maintain a list of the names and contact information of market staff, vendors, and their employees that attend the market. <ul style="list-style-type: none"> ◦ Ensure sick staff/vendors do not attend the farmers' market. ◦ Remind staff/vendors about the importance of reporting illness to their supervisor/manager. ◦ If a staff/vendor becomes sick with COVID-19 symptoms while attending the market, they should go home immediately and self-isolate. • Staff should be advised to complete the <u>COVID-19 self-assessment tool</u> and/or contact their primary health-care provider and get tested. • Peel Public Health recommends all workplaces to conduct <u>Passive Screening</u>. • Owner/Operator or employees must not work if they are ill or have travelled outside of Canada in the past 14 days. <ul style="list-style-type: none"> ◦ Staff/vendors who have travelled anywhere outside of Canada must stay home and self-isolate for 14 days after returning to Canada.

Employee Wellness

- Establish criteria for staff/vendors to return to work:
 - In general, if a staff/vendor had COVID-19 they are able to resume working/attending the farmers' market 14 days after their symptoms began.
 - For other illnesses, or if the individual received a negative COVID-19 test, they should not attend the farmers' market until they are symptom-free for at least 24 hours.
 - ◆ Contact Peel Public Health for more information
- All staff and customers should practice hand hygiene.
- Provision must be made for an adequate hand washing station for food vendors. Where a sink with plumbing is not available, a large container of warm water (e.g., a coffee urn with a spigot), a soap dispenser, a roll of paper towels and a bucket to collect wastewater may be adequate.
- Ensure that all handwashing stations and washrooms are all adequately supplied with liquid soap in a dispenser and paper towels.
- Post signage in washrooms to outline proper handwashing steps.
- Provide alcohol-based hand sanitizer for customers especially in high traffic areas such as entrances and check-out counters.
- Provide cashiers, drive-through and curbside pick up operators, delivery staff and other customer-facing staff with hand sanitizer for their use only.
- Non-food handlers can use alcohol-based hand sanitizer, if their hands aren't visibly soiled.
- If glove use is chosen, proper glove use must be practiced. It is important to change them every hour or more often as necessary and hands are to be washed and/or sanitized between changes. Remember to remove gloves when changing tasks (i.e. handling raw food vs. ready to eat/cooked foods or moving from cash register to food handling, gloves must be changed to prevent cross contamination and foodborne illness). When gloves are removed, new gloves must be used each time.
- Discard all mask and gloves into a lined garbage bin.
- Avoid touching your eyes, nose, and mouth.
- Cover your cough or sneeze with a tissue, then immediately throw the tissue in the garbage and wash your hands.
- If you don't have a tissue, sneeze or cough into your sleeve or arm. In order to enable your staff to physically distance, consider implementing the following:
 - Offer flexible schedules to stagger the working hours and days employees work.
 - Assign staff to specific tasks and minimize contact between them.
 - Reconfigure break rooms/areas and eating areas for staff to physically distance.
- Use tables and other barriers to ensure customers keep a safe distance from you and your products. For example, a double table setup (a table in front of the table you store your products on) is effective in achieving physical distancing between vendors and customers.

Employee Wellness	<ul style="list-style-type: none"> • Consider alternatives to cash, such as online pre-order/pre-pay, or portable debit/credit systems. • If using cash, it is recommended that, you keep the cash you receive separate from the cash you use to make change. Viruses can live on surfaces for up to 72 hours. If the cash you are using to make change has been isolated for this length of time, you will be handing clean cash back to your customers, stopping potentially infected cash from circulating throughout the Market. • Avoid lengthy conversations with your customers. The goal is to have customers get in and get out, so please encourage this in your own interactions as well. • Sanitize your hands after every customer interaction. • If customers touch your product without purchasing it, sanitize that item, if applicable, or remove it from your stock, or require the customer to purchase it.
Communication with Market Vendors and Customers	<ul style="list-style-type: none"> • Communicate COVID-19 preparations and market expectations with all vendors prior to attending the market. • Provide information to customers about market operations (e.g. public health measures, advance order options, curbside pickup) through different communication platforms (e.g. market webpage, email social media accounts). • Post information online instructing customers and staff not to visit the farmers' market if they are sick. • Post educational materials to encourage healthy behaviours that reduce the spread of COVID-19.
Entertainment	<ul style="list-style-type: none"> • No live music, dancing, singing, and karaoke • Facilities are open for in-person shopping and curbside pick up.

Resources

Visit our [website](#) for up to date COVID-19 information.

We've created COVID-19 related documents, posters and other resources that you can share with vendors and customers. [Access our resources](#).

We also have [translated resources](#) in different languages.

If you have any additional questions about these recommendations and what is required of you, please contact the Region of Peel – Public Health at: 905-799-7700 or by email at: peelhealth@peelregion.ca

For more information, please refer to the following resources:

- peelregion.ca/health/enviroNew/pdf/GuidelinesSpecialEvents.pdf
- sustainontario.com/custom/uploads/2020/06/OMAFRA-letter-on-markets-June-5-2020.pdf
- <https://www.farmersmarketsontario.com/>
- [COVID-19 Guidance for Food Premises Best Practices Summary Sheet](#)
- ontario.ca/laws/regulation/200263
- [Ontario Ministry of Health – Covid19 Guidance document for Food Premises](#)
- [Ontario Ministry of Health – Cleaning and Disinfection for Public Settings](#)
- [Ministry of Health COVID-19 Guidance: Essential Workplaces](#)
- [Province of Ontario Guidance to Prevent COVID-19 in the Workplace](#)
- [A Framework for Reopening our Province](#)
- [Ministry of Labour, Training and Skills Development: List of COVID-19 Guidance for Sectors: Restaurant and Food Services](#)

The information in this document is current as of July 27, 2020

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For more information visit peelregion.ca/coronavirus

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