

Stay-at-Home Order and Provinciewide Shutdown



Q&A

For further information regarding businesses permitted to be open consult the [Ontario Regulation 82/20](#) and the [COVID-19 shutdown: enhanced public health and workplace safety measures](#) and the [Stay-At-Home Order](#)



Stay-at-Home Order

When should individuals leave their homes during Shutdown?

Trips outside of the home should only be for essential purposes:

- Work
- School/childcare
- Grocery shopping or for food
- Accessing health care or medication
- Assisting/supporting vulnerable community members to meet the needs above
- Exercise alone or with people in your household (the people you live with) and within the community where you live
- Walking pets when required
- Banking or cheque cashing services

Is travel within Ontario permitted?

Ontarians should stay home to the fullest extent possible. Travel outside your region should be limited to only essential purposes.

What does the Stay-At-Home Order mean?

The Stay-At-Home order that was issued on Thursday April 8, 2021 at 12:01 a.m. requires everyone to remain at home with exceptions for essential purposes.

Should individuals be working from home?

Yes, all businesses or organizations should ensure employees conduct their work remotely, unless the nature of their work requires them to be on-site at the workplace.



HEALTH
DEPARTMENT

April 2021

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Durham Health Connection Line | 905-668-2020 or 1-800-841-2729



If you require this information in an accessible format, contact 1-800-841-2729.

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General Public Health Measures – Gatherings, Workplace Requirements and Face Covering

Is travel permitted inter-provincially?

Travel is permitted for essential purposes only. Re-entering Ontario from Manitoba or Quebec is permitted if:

- Principal residence is in Ontario
- Moving into Ontario
- Work
- Traveling through Ontario to reach another jurisdiction
- Transporting goods apart of a transporting business
- Obtaining health care or social services
- Exercising Aboriginal or treaty rights
- For legal reasons (e.g. court, by law etc.)
- For critical incident and compassionate reasons (e.g. death, funeral)

Should individuals be working from home?

Yes, all businesses or organizations should ensure employees conduct their work remotely, unless the nature of their work requires them to be on-site at the workplace.

What are the gathering limits for organized public events and social gatherings?

No indoor and outdoor organized public events and social gatherings permitted (except with members of the same household).

Indoor or outdoor gathering limit for in-person religious services, wedding ceremonies and funeral services (maintaining physical distancing) is 10 people. Capacity limits for outdoor and indoor services cannot be combined. All members must be 2 metre physical distancing from non-household members.

Virtual events are permitted.

Are drive-in religious, funeral, or wedding ceremonies permitted?

Yes, vehicles must be spaced 2m apart from each other. Attendees must remain in their motor vehicles at all times with limited exceptions.

When do employees need to wear a face mask or face covering?

Employees performing work for the business or the organization in an indoor area that is accessible to the public, must wear a mask or face covering in a manner that covers the nose, mouth and chin. Employees must also wear a face mask or face covering when working behind a plexiglass barrier.



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Do employees need to wear personal protective equipment (PPE)?

Yes, when staff are working within 2 metres of someone not wearing a mask and are not separated by a plexiglass barrier, they must wear PPE that protects a person's eyes, nose and mouth. PPE may include eye protection/face shield and a medical/procedure mask etc.

What is a safety plan?

A safety plan is designed to reduce risk of COVID-19 transmission within the facility. A safety plan should include:

- Screening of employees and visitors
- Supporting self-isolation for workers with symptoms and workers who are close contacts of COVID-19 cases
- Ensuring people maintain a physical distance of two metres or more
- Having workers, clients and visitors wear masks or face coverings
- PPE requirements
- Cleaning and disinfecting of surfaces and objects
- Supporting hand hygiene, particularly handwashing
- Reminding workers about good cough and sneeze etiquette and to avoid touching their face
- Working with the local public health unit if any workers have COVID-19 or are exposed to someone with COVID-19

What are the additional requirements for the safety plan?

- A safety plan must be in writing and be made available to any person for review based on request.
- A copy of the safety plan must be posted in a conspicuous place where it can be viewed by staff and patrons.

Is there a resource available to help create a safety plan?

Yes, the Health Department has created a COVID 19 Workplace Safety Plan [Template](#) and [Checklist](#). A template is also available on the [Provincial website](#).

What is active screening as it pertains to COVID-19?

Active screening is a method to ensure people are not at risk or exhibiting symptoms of COVID-19 to determine if a person may enter the facility.

Active screening can be done by telephone, app, questionnaire, interview, etc.



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Measures for Restaurants, Bars and Food or Drink Establishments

Can food and drink establishments be open for indoor dining?

No, indoor and outdoor dining is not permitted unless the establishment is located in a hospital, airport or a facility for staff at an essential business.

Can food and drink establishments provide take out and delivery service?

Yes, takeout and delivery services (including the sale of alcohol) are permitted.

Are food courts permitted to have indoor dining?

No, food courts are not permitted to be open for indoor dining. Food courts may be open for take-out only.



Measures for Shopping Malls

Are shopping malls permitted to be open?

Members of the public are only permitted to access the mall for the following purposes:

- Accessing a business or place that is permitted to be open (e.g. pharmacy, dentist); food court for take-away.
- Accessing a designated location that has been established for the purpose of allowing patrons to pick up an order from a business or place inside or adjacent to the shopping mall,
- Delivering or supporting the delivery of court services,
- Operations by or on behalf of a government, or
- Delivering or supporting the delivery of government services.
- Must open no earlier than 7 a.m. and close no later than 8 p.m., except to provide access to grocery stores/supermarkets, pharmacies, and healthcare providers that only have public entrances that face the interior of the mall



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Measures for Retail

What retail stores are permitted to open?

Supermarkets, convenience stores, indoor farmer's markets, other stores that primarily sell food and pharmacies are permitted to open for in-person visits. They are permitted to operate at 25% capacity unless otherwise directed by the Durham Region Health Department.

Discount and big box retailers that sell groceries are permitted to open for in-person visits but are only permitted to sell essential items. They are permitted to operate at 25% capacity unless otherwise directed by the Durham Region Health Department.

Liquor stores, outdoor garden centres, plant nurseries, and indoor greenhouses that engage in sales to the public are permitted to operate and cannot exceed 25% capacity.

Outdoor markets that primarily sell food are permitted to open for in-person visits. They are permitted to operate at 25% capacity.

All other retail establishments are permitted to operate with curbside/delivery only or by appointment (limited exceptions apply). An item may only be provided for curbside pickup if the patron ordered the item before arriving at the business premises.

Maximum Capacity Calculation: 25% capacity = total square metres of accessible public floor space (not including shelving/fixtures) divided by 16.

Note: The floor space that is not accessible by the public is not included in the capacity limit calculation.

What are the essential items that can be sold at discount and big box retailers?

- Grocery items
- Pharmaceuticals and health care items
- Pet care supplies
- Personal care items
- Household cleaning items
- Household safety supplies
- School supplies



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What retail stores are permitted to open by appointment only?

- Safety supplies
- Sale, repair or rental of assistive, mobile or medical devices, aids or supplies
- Rental and leasing services
- Optical stores that sell prescription eyewear
- Sale of motor vehicles, boats and other watercraft
- Vehicle and equipment repair, maintenance or rental services
- Telecommunication provider or service for the purpose of purchasing a cellphone, repairs or technical support only.

Are businesses required to post their maximum capacity?

Yes, all retail businesses or facilities that are permitted to open to the public must post a sign in a location visible to the public that states the maximum capacity they are permitted to operate under.



Measures for Indoor or Outdoor Sports and Recreational Fitness Activities

Are facilities for indoor or outdoor recreational fitness activities (e.g. pools, gyms, fitness studio, dance studios, martial arts, sport domes etc.) permitted to be open?

No, these types of facilities must be closed unless being operated by, or for the sole purpose of training athletes, coaches or officials to be a part of Team Canada at the next Olympics or Paralympic Games and specified professional leagues (e.g., NHL, CFL, MLS, NBA). The person must be identified by a national sport organization funded by Sport Canada or an Olympic committee AND permitted to train, coach or officiate under the safety protocols put in place by their recognized sport organization.

These facilities are also permitted to operate indoors for the purpose of:

- Child care within the meaning of the *Child Care and Early Years Act, 2014*.
- Mental health or addictions support services for in-person counseling by a registered health professional is permitted. 10 person limit applies.
- Provision of social services.
- Support services to persons with a disability within the meaning of the *Accessibility for Ontarians with Disabilities Act, 2005*:
 - Physical therapy is permitted for those persons with a disability provided that they have written instruction from a regulated health professional and they are not able to engage in the physical therapy elsewhere (e.g health clinics, treatment centre, or hospital)



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Are outdoor recreational amenities (e.g. sports fields etc.) permitted to be open?

No, outdoor recreational amenities must be closed. They can only be accessed for the purpose of maintenance, safety, and law enforcement. Public parks and public recreational areas can be accessed to walk through.

The amenities below are not permitted for use:

- Outdoor sports facilities and multi-use fields, including:
 - baseball diamonds
 - batting cages
 - soccer, football and sport fields
 - tennis, platform tennis, table tennis and pickleball courts
 - basketball courts
 - BMX & skate parks
 - golf courses and driving ranges
 - cycling tracks and bike trails
 - horse riding facilities
 - shooting ranges, including those operated by rod and gun clubs
- All portions of park or recreational areas containing outdoor fitness equipment
- All outdoor picnic sites and tables in recreational areas

What outdoor recreational amenities are permitted?

The following outdoor recreational amenities are permitted:

- playgrounds and play structures for kids
- outdoor public parks and recreational areas for walking through
- off-leash dog areas
- benches in parks and recreational areas

Are community centres permitted to be open?

Community centres can only operate for the following purposes:

- Childcare centres and authorized recreational and skill building programs within the meaning of the *Child Care and Early Years Act, 2014*
- Mental health or addictions support services for in-person counseling by a registered health professional is permitted. 10 person limit applies.
- Provisions of social services



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Measures for Meeting & Event Spaces

Can a meeting or event space be rented for the purposes of a wedding, funeral or religious service, rite or ceremony?

No, meeting and event spaces can only be used for the following:

- Childcare centres and authorized recreational and skill building programs within the meaning of the *Child Care and Early Years Act, 2014*
- Court services
- Government services
- Mental health and addictions support services, as long as there are no more than ten people permitted to occupy the space
- Provisions of social services
- For the purpose of collective bargaining, so long as no more than ten people are permitted to occupy the rented space
- Conducting in-person examinations for the registration, licensing or accreditation of persons in any of the fields or occupations described in [O.Reg 82/20](#), so long as no more than 50 students are permitted to occupy the rented space

Contact information (full name and phone number/e-mail) must be recorded for the members of the public who enter the facility. Records must be kept for at least one month and can only be provided to the Medical Officer of Health or an inspector under the Health Protection and Promotion Act.



Measures for Personal Care Services

Are personal care services permitted to be open?

Personal care services are closed.



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Measures for Entertainment

Are drive-in or drive-through events permitted?

No, drive-in or drive-through events are not permitted.

Are cinemas, concert venues and theatres permitted to be open?

No, cinemas, concert venues and theatres are not permitted to be open.



Measures for Racing Venues

Are venues for horse and car racing permitted to open?

Car racing venues are closed.

Horse racing venues can be open for training purposes only. No access to members of the public.



Measures for Public Libraries

Are libraries open to the public?

Libraries are open to provide materials to members of the public. Materials must be reserved online or by phone and can only be exchanged by contactless drop-off, pick up or delivery.

Space in the library may be used for childcare, mental health support or addiction services (less than 10 people) and the provision of social services. The library is required to record the full name and contact information of the members of the public who enter the facility for these purposes. Records must be kept for at least one month and can only be provided to the Medical Officer of Health or an inspector under the Health Protection and Promotion Act.



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Measures for Zoos

Are Zoos open to the public?

Zoos are closed to the public.

Zoos staff are permitted to access the facility for the care of the animals.



Measures for Animal Services

What businesses related to animals are permitted to operate?

Veterinary services: for services that are necessary for the immediate health and welfare of the animal.

Businesses that provide for the health and welfare of animals, including farms, boarding kennels, stables, animal shelters and research facilities.

Businesses that provide pet services, including pet grooming services (curbside pick-up/drop-off for facilities or mobile in-home services), pet sitting, pet walking services and pet training services (including service animals).

Are animal owners permitted to visit the facility where their animals are being boarded?

If animals are at a boarding kennel or stable, animal owners or their representatives are permitted to visit the animal to assist in the care or feeding of the animal or ride the animal if it is necessary for the welfare of the animal.



Measures for Construction

Are residential construction projects permitted?

Yes, residential construction activities, projects, and related services are permitted to occur at this time.



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