

## Roadmap to Reopening - Step 2

### Q&A

For further information regarding businesses permitted to be open consult the [Roadmap to reopening](#) and [Ontario Regulation 263/20: Rules for Areas in Step 2.](#)



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

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#### 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.



### General Public Health Measures – Gatherings, Workplace Requirements and Face Coverings

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

Indoor organized public and social gatherings are permitted and cannot exceed 5 people including household members.

Outdoor organized private events and social gatherings are permitted and cannot exceed 25 people.

Indoor religious services, wedding ceremonies or funeral services cannot exceed 25% capacity of a room at facilities that are permitted to operate in Step 2. 2 metres physical distancing must be maintained between individuals outside their household.

Outdoor religious services, wedding ceremonies or funeral services are limited to the number of people that can maintain 2 metre physical distancing. These capacity limits do not apply to social gatherings (e.g. receptions, etc.) associated with the religious, wedding or funeral services/ ceremonies.

Drive-in/drive-through events are permitted, with restrictions.

# COVID-19 Response: Reopening Ontario

## When do employees need to wear a face mask?

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.

## 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. Please contact the Ministry of Labour for further PPE requirements.

## 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 and measures to prevent and control crowding
- 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.
- For a business, place or event related to personal physical fitness, indoor/outdoor sports & recreation and entertainment, the safety plan shall also include information as to how the business, place or event will,
  - a) prevent gatherings and crowds in the business or place or at the event;
  - b) ensure the requirements for physical distancing and masks/face coverings in lines are complied with in the business or place or at the event; and
  - c) mitigate the risk of any interactive activities, exhibits or games that may be included in the business or place or at the event.



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# COVID-19 Response: Reopening Ontario

## 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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# COVID-19 Response: Reopening Ontario



## Measures for Restaurants, Bars and Food or Drink Establishments

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### Can food and drink establishments be open for indoor dining?

No, indoor 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 be open for outdoor dining?

Yes, outdoor dining is permitted.

- Outdoor patios/enclosures (e.g. tent canopies, etc.) must have at least 2 full sides open to the outdoor area and must not be substantially blocked by any walls or impermeable physical barriers.
- Capacity is based on all tables distanced 2 metres apart and to include allowance for movement and the seated patrons.
- Outdoor patios with a retractable roof must have at least one full side of the outdoor dining area open to the outdoors and must not be substantially blocked by any walls or other impermeable physical barriers.
- To increase or add outdoor dining areas, contact the local municipality.

### Who can be seated together at a table?

No more than six (6) people may be seated together at an outdoor table unless everyone seated at the table is a member of the same household, member of up to one other household who lives alone, or a caregiver.

### Does a food or drink establishment need to post their capacity for the outdoor area?

Yes, establishments must post a sign in a location visible to the public stating the maximum capacity of the outdoor area. A capacity sign [template](#) can be found on the Health Department website.

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

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



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# COVID-19 Response: Reopening Ontario

## 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.

## Is live entertainment permitted?

Yes, live entertainment is permitted outdoors. If performing for spectators, the performers must maintain a physical distance of at least 3m or separated by plexiglass or some other impermeable barrier from all spectators. Spectators must maintain 2m physical distancing from other spectators outside their household. Dancing is not permitted by patrons.



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# COVID-19 Response: Reopening Ontario



## Measures for Shopping Malls

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### Are shopping malls permitted to be open?

Yes, shopping malls are permitted to open, subject to the following conditions:

- Individual retail stores in the mall are limited to the capacity limits set out by the Province.
- Any interior dining spaces inside the shopping mall, including any tables and seating in food courts, must be closed.
- Patrons lining up outside the mall, must maintain 2 metre physical distancing from other groups or persons outside their household. If patrons are lining up inside the mall, physical distancing of 2 metres must be maintained and a mask/face covering must be worn, subject to exemptions.
- Members of the public who enter must not be permitted to loiter in any area of the shopping mall.
- Screening is required at all mall entrances.
- Music must not be played at a decibel level that exceeds the level at which normal conversation is possible.



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# COVID-19 Response: Reopening Ontario



## Measures for Retail

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### What retail stores are permitted to open?

All retail stores are permitted to open, subject to restrictions. Supermarkets, grocery stores, convenience stores, farmers' markets, and other stores that primarily sell food, pharmacies, discount and big box retailers selling groceries, safety supply stores, businesses that primarily sell, rent or repair assistive devices, mobility devices or medical devices, optical stores that sell prescription eyewear to the public, outdoor garden centres and plant nurseries, indoor greenhouse are permitted to operate at 50% capacity unless otherwise directed by Durham Region Health Department.

All other retail establishments not listed above (e.g. clothing, hardware, etc.) are permitted to open for in person visits at 25% capacity unless otherwise directed by Durham Region Health Department.

### Calculations:

50% = the total square metres of floor area accessible to the public in the business or facility, not including shelving and store fixtures, dividing that number by 8 and rounding the result down to the nearest whole number.

25% = the total square metres of floor area accessible to the public in the business or facility, not including shelving and store fixtures, dividing that number by 16 and rounding the result down to the nearest whole number.



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# COVID-19 Response: Reopening Ontario



## Measures for Indoor or Outdoor Sports and Recreational Fitness Activities

### Are facilities for indoor 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 professional and elite amateur sports leagues as outlined in [O. Reg. 263/20: Rules for Areas in Step 2](#).

### Are facilities with outdoor sports and recreational fitness activities permitted to operate?

Yes, facilities that have outdoor sports and recreational fitness activities are permitted to operate with the following conditions but not limited to:

- Only outdoor activities/services permitted at the facility (e.g. fitness classes, personal training, and training for team and individual sports)
- No patrons are permitted to be in the indoor areas of the facility, subject to exemptions
- Number of patrons participating in a group/class at any one time is limited to the number that can maintain a physical distance of at least 3m from every other person and group
- Recommend any instructions to be delivered through a microphone
- Maintain at least 2 metres physical distancing from any other person using the outdoor facility
- Active screening and contact logs are required for all individuals using the facility

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

Yes, outdoor recreational amenities may open if:

- 2 metre physical distancing is maintained when at the amenity and 3 metre physical distancing is maintained when participating in an exercise or fitness class
- Team sports or games that may result in personal contact must not be practised or played at the facility unless the sport or game has been modified to avoid personal contact
- Any steam rooms and saunas must be closed
- Clubhouses must be closed, subject to exemptions



# COVID-19 Response: Reopening Ontario

## Are community centres permitted to be open?

Community centres can only operate for the following purposes:

- Day camps for children that are operated in a manner consistent with the [COVID-19 Safety Guidelines for: Day Camps](#) produced by the Office of the Chief Medical Officer of Health
- Childcare centres and authorized recreational and skill building programs within the meaning of the *Child Care and Early Years Act, 2014*
- Mental health support services or addictions support services, as long as there are no more than ten people permitted to occupy the space
- Provisions of social services
- For outdoor sports and recreational fitness activities
- For the use of outdoor pools, splash pads, spray pads and wading pools
- For indoor activities and services, other than indoor sports and recreational fitness activities

## Are senior centres permitted to be open?

Senior centres are permitted to only operate indoors for the following purposes:

- Adult day programs under the provisions of social services
- Services and care from a Registered Health Professional
- Mental health support services or addictions support services, as long as there are no more than ten people permitted to occupy the space
- For outdoor sports and recreational fitness activities
- For the use of outdoor pools, splash pads, spray pads and wading pools
- For indoor activities and services, other than indoor sports and recreational fitness activities



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# COVID-19 Response: Reopening Ontario

## What is the capacity limit for outdoor pools?

Please see the chart below for capacity limits.

For further guidance, please refer to the [Recreational Water facilities COVID-19 Guidelines](#).

Aquatic Activity	Capacity Limit for Step 2 – Roadmap to Reopen (O. Reg. 263/20 - Rules for Areas in Step 2)
<b>Aqua Fit</b>	<ul style="list-style-type: none"> <li>• Outdoor pools only</li> <li>• Each class is limited to the number of participants able to maintain 3 metres physical distancing</li> <li>• Each participant must be physically distanced from all other participants by 3 metres</li> <li>• Each class must be physically separated from all other classes by 3 metres</li> </ul>
<b>Swimming Lessons</b>	<ul style="list-style-type: none"> <li>• Outdoor pools only</li> <li>• Each class is limited to the number of participants able to maintain 2 metres physical distancing</li> <li>• Each participant must be physically distanced from all other participants by 2 metres</li> <li>• Each class must be physically separated from all other classes by 3 metres</li> </ul>
<b>Swim team and synchronized swimming</b>	<ul style="list-style-type: none"> <li>• Outdoor pools only</li> <li>• Each class is limited to the number of participants able to maintain 2 metres physical distancing</li> <li>• Each group must be physically separated from all other groups by 3 metres</li> <li>• Team sports must not be practised or played at the facility unless the sport has been modified to avoid personal contact</li> </ul>
<b>Lane swim, free swim</b>	<ul style="list-style-type: none"> <li>• Outdoor pools only</li> <li>• Limited to the number of participants able to maintain 2 metres physical distancing</li> </ul>



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# COVID-19 Response: Reopening Ontario



## Measures for Day Camps

### Are there requirements to operate a day camp?

Yes, camp operators must ensure camps are operated in compliance with the current [CMOH COVID-19 Safety Guidelines for: Day Camps](#).

### Are facilities for sports and recreational fitness activities permitted to operate indoor sports day camps?

No, indoor sports day camps are not permitted.

Facilities for sports and recreational fitness activities (e.g. gyms, dance studios, gymnastic facilities, cheerleading facilities, sports arenas, sports domes, indoor swimming pools, fitness studios, trampoline facilities, rock climbing facilities, equestrian facilities, martial arts studios, etc.), **are only permitted to allow outdoor sports day camps and indoor or outdoor non-sport day camps.**

### What are the requirements for an outdoor sports day camp?

Outdoor sports day camps must comply with the requirements for sport activities including, physical distancing of 3 m from any other person using the amenity; cohorts are limited to 10 campers; team sports are limited to training sessions and cannot include games or scrimmages; and sports or activities that are likely to result individuals coming within 3 m of each other must not be played.

Camp operators must also ensure camps are operated in compliance with the current [CMOH COVID-19 Safety Guidelines for: Day Camps](#).

### Are other non-sport Day Camps permitted to operate?

Yes, day camps other than indoor sports day camps, camps dedicated to singing and wind instruments are permitted to operate.

Camp operators must ensure camps are operated in compliance with the current [CMOH COVID-19 Safety Guidelines for: Day Camps](#) and applicable setting/activity-specific requirements as well as general restrictions or requirements in accordance with [O. Reg. 263/20: Rules for Areas in Step 2](#).

### When can indoor sports day camps and camps dedicated to singing and wind instruments operate?

Indoor sports camps and camps dedicated to singing and wind instruments are permitted to operate in Step 3 of the Roadmap to Reopen when indoors sports, singing and the playing of wind instruments are permitted to resume.



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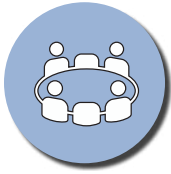
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# COVID-19 Response: Reopening Ontario



## Measures for Meeting & Event Spaces

### Can meeting and event spaces operate?

Yes, meeting and event spaces are permitted to operate **outdoors** and are limited to 25% of the outdoor space for any organized public event or social gatherings. Meeting and event spaces can also be rented for the following purposes:

- Day camps for children that are operated in a manner consistent with the [COVID-19 Safety Guidelines For: Day Camps](#) produced by the Office of the Chief Medical Officer of Health
- 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 attends a meeting or event at 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

### Can meeting and event spaces be rented out for the purposes of a wedding, funeral or religious service, rite or ceremony?

Meeting and event spaces may hold weddings, funeral or religious services, rites or ceremonies **outdoors**. All attendees must maintain 2 metres physical distancing. Any outdoor social gatherings before or after the ceremonies or services will be limited to 25% capacity of the outdoor space. Indoor social gatherings are not permitted.

Contact information (full name and phone number/e-mail) must be recorded for the members of the public who attends a meeting or event. 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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# COVID-19 Response: Reopening Ontario



## Measures for Personal Care Services

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### **Are personal care services permitted to be open?**

Yes, personal care services are permitted to open with the conditions set out in [O. Regulation 263/20: Rules for Areas in Step 2](#) and cannot exceed a capacity limit of 25% of the public space with 2m physical distancing maintained.

### **Are personal care service providers allowed to offer services where a face covering must be removed (e.g. facials, waxing, beard trimming, etc.)?**

No, all services which require a face covering to be removed are not permitted.

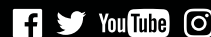
### **Can a member of the public attend a personal care service facility at anytime (e.g. walk-ins)?**

No, members of the public must have an appointment to enter the facility for service.



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# COVID-19 Response: Reopening Ontario



## Measures for Entertainment

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### Are drive-in or drive-through events permitted?

Drive in cinemas are permitted.

Concerts, artistic events, theatrical performances and other performances may be provided in a drive-in or drive-through format.

**Note:** Drive-in and Drive-through cinemas and events must adhere to the requirements outlined in [O. Reg. 263/20: Rules for Areas in Step 2](#).

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

Yes, concert venues, theatres and cinemas may open indoors for the purpose of rehearsing or performing a recorded or broadcasted concert, artistic event, theatrical performance or other performance if they comply with the requirements outlined in [O. Reg. 263/20: Rules for Areas in Step 2](#).

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

Yes, concert venues, theatres and cinemas are permitted to open outdoors with the conditions set out in [O. Reg. 263/20: Rules for Areas in Step 2](#) and cannot exceed a capacity limit of 25% of the outdoor area of the concert venue, theatre or cinema at any one time.

If a seated concert, event, performance or movie is being held, the seating capacity cannot exceed 25% of the usual seating capacity at any one time for the concert venue, theatre or cinema.

### Are reservations required to attend a seated outdoor event at a concert venue, theatre or cinema?

Yes, reservations are required to attend any seated concert, event, performance or movie at the concert venue, theatre or cinema.



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# COVID-19 Response: Reopening Ontario



## Measures for Racing Venues

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### Are venues for horse and car racing permitted to open?

Yes, car racing venues and horse racing venues are permitted to open outdoors with the conditions set out in [O. Regulation 263/20: Rules for Areas in Step 2](#).

### Are spectators permitted?

Members of the public are permitted at the venue and cannot exceed 25% of the usual seating capacity at any one time.

### Are reservations required to attend the venue?

Yes, reservations are required to attend the venue.



## Measures for Public Libraries

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### Are libraries open to the public?

Libraries are open and cannot exceed 25% capacity at any one time.

The 25% capacity limit, does not apply to the areas of the library that is being used for day camps, 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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# COVID-19 Response: Reopening Ontario



## Measures for zoos, museums, galleries, landmarks, historic sites, botanical gardens and similar attractions

### Are these attractions open to the public?

Yes, only outdoor areas of zoos, landmarks, historic sites, botanical gardens, and similar attractions are permitted to open with reduced capacity and other restrictions set out in [O. Reg. 263/20: Rules for Areas in Step 2](#).

The total number of members of public in the outdoor ticketed area of the attraction at any one time cannot exceed 25% capacity.

### Are interactive exhibits permitted?

Yes, members of the public may access any interactive exhibits or activities outdoors. Any interactive activities, exhibits or games provided, must be limited to the outdoors. The mitigation of risk for interactive activities, exhibits or games must be outlined in the facilities Safety Plan.

Any outdoor seated events or activities within the attraction must not exceed 25% capacity of the usual seating capacity at any one time. Members of the public are not permitted to enter the indoor premises, subject to exemptions outlined in [O. Reg. 263/20: Rules for Areas in Step 2](#).

### Are amusement rides or tour vehicles permitted?

Yes, amusement rides or tour vehicles are permitted to operate within an outdoor space. Physical distancing of 2m must be maintained from individuals outside their household with limited exceptions.

Individuals must wear a mask/face covering, subject to exemptions, when they come within 2m of another person outside their household while on the ride or vehicle.

### Can a member of the public visit the attraction without a reservation?

Yes members of the public can enter the facility without a reservation. Reservations are required for the members of the public participating in any seated event or activity within the attraction.

### Can I host an organized public event at the attraction with live entertainment?

Yes, organized public events are permitted but are limited to 25% of the usual seating capacity and subject to restrictions set out in [O. Reg. 263/20: Rules for Areas in Step 2](#).

Live entertainment is permitted outdoors. If performing for spectators, the performers must maintain a physical distance of at least 3m or separated by plexiglass or some other impermeable barrier from all spectators. Spectators must maintain 2m physical distancing from other spectators outside their household.



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# COVID-19 Response: Reopening Ontario



## Measures for Outdoor fairs, rural exhibitions, festivals

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### Are outdoor fairs, rural exhibitions or festivals permitted?

Yes, outdoor fairs, rural exhibitions and festivals are permitted to operate and cannot exceed 25% capacity of the outdoor area where the event will take place at any one time and is subject to restrictions set out in [O. Reg. 263/20: Rules for Areas in Step 2](#).

### Are seated events or activities permitted?

Yes, only **outdoor** seated events or activities are permitted but cannot exceed 25% of the usual seating capacity or outdoor area. Members of the public must have a reservation to attend any seated event or activity.

### Is live entertainment permitted?

Yes, live entertainment is permitted outdoors. If performing for spectators, the performers must maintain a physical distance of at least 3m or separated by plexiglass or some other impermeable barrier from all spectators. Spectators must maintain 2m physical distancing from other spectators outside their household.

### Can indoor spaces or buildings be used during the outdoor fair, rural exhibition or festival?

No, members of the public are not permitted to enter indoor spaces, unless it is to access washrooms, outdoor spaces, retail sales or the purpose of health and safety.

### Are masks or face coverings required?

Masks or face coverings are required on amusement rides during any period in which an individual comes within 2m of another person outside their household. Recommend mask use outdoors when individuals come within 2m of another person outside their household. Masks or face coverings are required for all indoor enclosed spaces, subject to exemptions.



[durham.ca/novelcoronavirus](https://durham.ca/novelcoronavirus)

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.

\*Pursuant to the Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 and its applicable Regulations, individuals who do not comply with the above noted requirements may be liable for a fine up to a maximum of \$100,000 or in the case of a corporation, not more than \$10,000,000 for each day or part of each day on which the offence occurs or continues.

# COVID-19 Response: Reopening Ontario



## Measures for Animal Services

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### 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, 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.



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