

City of Toronto:

Community Recreation Operational Guideline for Community Centres

CITY OF TORONTO
PARKS, FORESTRY AND RECREATION

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Section 1 - Introduction

Community Recreation has prepared this planning guide to assist Community Recreation in implementing a safe and structured reopening plan, in consultation with Toronto Public Health.

This guide is intended to be used as a planning tool. All programs and services must use these tools alongside the specific advice provided by federal, provincial and local authorities. These guidelines were developed based on the recommendations by Toronto Public Health.

Purpose of this Guide

This planning guideline identifies critical health, administrative, engineering and safety controls required for reopening Recreation Centres.

Public Health principles of safe programming includes: physical distancing, adequate cleaning, PPE, respiratory etiquette and signage regarding physically distancing and all symptoms of COVID-19, in addition to staff verbally advising all facility users about potential symptoms.

Programs and services provided by Parks, Forestry and Recreation must encourage good infection prevention, high personal hygiene standards and control practices among staff and facility users to help reduce risk of illness.

This guidance document for program re-opening outlines various controls that will need to be put into place to help prevent the spread of COVID-19. It is an evolving document and as planning continues at the federal, provincial and local levels, information will be updated and added, as required.

This Operational Guideline is to work in accompaniment of program manuals which will provide program-oriented and operational information. Recreation Service Teams and full time staff are required to develop part time staff training, staff manuals and Parent Handbooks.

CampTO **does not change during Stage 3** and will continue to follow all procedures and controls outlined in the [CampTO Operational Guide](#).

Any requests for an exemption to the requirements of these guidelines must be forwarded by the Supervisor to the Manager, Quality Assurance.

Background

Toronto Public Health (TPH), in collaboration with the Provincial and Federal governments, will keep the public informed by providing timely, clear and up-to-date information about the COVID-19 pandemic. This will be done as necessary through the media, [Toronto Public Health Website](#) and or through Toronto Health Connections at 416-338-7600.

Decisions regarding any closure of Community Centres, Community Programs, Pools or amenities and cancellation of social gatherings will be made by the Provincial government (Provincial orders), neighbouring jurisdictions and directly affected agencies. The Toronto Medical Officer of Health will advise the City of Toronto Senior Leadership and government on the city's recovery plan.

COVID-19

COVID-19 is a disease caused by a novel coronavirus that can result in acute respiratory illness. In general, these viruses are spread when a person who is ill coughs or sneezes. It may also be possible for a person to contract COVID-19 by touching contaminated surfaces and then touching their own mouth, nose, or possibly their eyes. Individuals not exhibiting symptoms can spread the virus. Individuals that are asymptomatic can spread the virus to others who they are in close, prolonged personal contact. The majority of people with COVID-19 develop a mild illness, which may include fever, cough, aches or pain, running nose, shortness of breath, loss of smell or taste, sore throat, and/or headaches. Facility users may have milder or asymptomatic infections of COVID-19. For more general information about COVID-19, visit www.toronto.ca/COVID19.

Exclusion Examples:

Symptoms need to be **"greater than normal"**. If a facility user and/or staff has a runny nose/watery eyes consistent with allergies, and an additional symptom presents itself, such as lethargy or fever, they would be asked to leave program/work.

Symptoms can take up to 14 days after exposure to COVID-19 to appear, and include:

- Fever
- Cough
- Difficulty breathing
- Sore throat
- Runny nose
- Loss of taste or smell
- Nausea, vomiting, diarrhea
- Difficulty swallowing

Disease symptoms may be different, depending on age. Children and older adults with COVID-19, may also have non-specific symptoms, such as:

- Disorientation, confusion
- Sleeping more than usual or muscle aches
- Dizziness, weakness or falls
- Chills, headaches

Inflammatory Condition

Rarely, children can get an inflammatory condition that impacts the blood vessels, called vasculitis. It can present with:

- Rashes
- Prolonged fever
- Red eyes and swelling in the hands and feet that need medical attention.

If staff notice these new symptoms, they must ask the parent to seek medical assistance and not return until a diagnosis is made and the facility user has been cleared with a note.

https://www.toronto.ca/wp-content/uploads/2020/02/8d59-Fact-Sheet_Novel-Coronavirus.pdf

Section 2 - Program Specific Requirements

Gathering Limits

The gathering limit in Stage 3 will have the following restrictions in place:

- Indoor gatherings will increase to a maximum of 50 people
- Outdoor gatherings will increase to a maximum of 100 people
- In all cases, individuals are required to continue to maintain physical distancing of at least two meters with people from outside their households or social circles
- People at their place of work do not count towards gathering limits

The total number people permitted in classes or organized activities at any one time is limited to the number of people that can maintain physical distancing of at least two metres, and cannot exceed the indoor gathering limit of 50 people or the outdoor limit of 100.

Room Size Requirement

Facilities is currently in the process of conducting Facility Operations Layout measurement assessment as room capacity is determined by physical distancing requirements and does not default to a 50 person maximum. The Facility Operations Layout will ensure consistency in signage and layout while meeting cleaning and physical distancing requirements. This information will be shared with staff the week of August 4, 2020.

Screening and Sign In at Entrance

Refer to detailed procedures in Section 3

Staff are required to complete a Daily Health Check Screening form when they arrive at work as outlined in Section 3. Corporate is in the process of developing an electronic screening. Once the electronic screening has been approved, hard copies of the Daily Health Check Screening Form will no longer be required. Staff must ensure good hygiene and eliminate possibility of cross contamination.

Each Manager is responsible for ensuring that there is a staff at the front door of each facility to conduct a sign in of each person entering the facility. Physical barriers, such as two tables placed side by side, will need to be in place to ensure physical distancing is able to be maintained between staff and facility users.

Masks/Face Coverings for Community Centre Re-Opening

- Staff will maintain physical distance using a table (placed length wise) or other type of barrier and wear a city issued non-medical mask. Hand sanitizer will be placed on the sign in table.
- Signs will be posted at the entrance of Community Centres.
- Prior to programs a notice will go out to all participants/caregivers to advising to wear face covering/mask.
- The role of the employee is to educate the public and provide awareness regarding the use of masks and need for personal information for contact tracing.

- Staff will educate and encourage participants and facility users to wear a face covering/mask at all times while in the Community Centre.
- Should a facility user present at the entrance without one, staff will encourage them to obtain one and return, unless there is a medical reason why they cannot wear a mask.
- If a facility user or staff advise that they cannot tolerate a mask or face covering please use the below exemptions. You will be applying an honour system that they cannot tolerate it. No proof is needed.
- If the facility user refuses to wear a mask, the employee will not get in a confrontation with the individual.
- Staff will inform direct supervisor if an individual becomes upset or if you find a large number of individuals are refusing to wear masks.
- Cooling centre staff and clients will be wearing masks. The Cooling Centre leads have been informed by their supervisors at the EOC to work with the Community Centre CRP's to ensure they work with Community Recreation screening staff to avoid any confusion at sign in locations.
- Staff will contact direct supervisor or management staff if issues arise at sign in.
- A script /handout has been developed to provide to individuals who arrive at the centre without a mask. Should a child arrive to use the washroom without a mask and without an adult they can be let in to use the washroom but should be provided with the handout to give to their parent or caregiver to advise that in future they require a mask [Script or hand out about mask and sign in enter facility](#)
- Note – Masks are always encouraged when in Community Centres, however, the provincial guidelines have stated that facility users/participants do not need to wear masks while doing physical activity (sports, dance, fitness, etc.) however, they are required to wear mask when the activity is over and when in all other areas of the centre. You may wish to add an alert text to programs so caregivers are aware when registering

Please note that CampTO during the summer still needs to follow their mask/face covering procedure and can offer the children a mask from the child stock received in your PPE order

Exemptions:

Children under the age of two. These very young children must not wear a face covering because of the risk of suffocation.

Individuals with a medical condition that makes it difficult to wear a mask. This can include but is not limited to:

- Medical condition, mental health condition, cognitive condition or disability that prevents wearing a mask or face covering
- Medical condition that makes it difficult to breath or someone who is unconscious or incapacitated
- People who are hearing impaired, or are communicating with a person who is hearing impaired, and where the ability to see the mouth is essential for communication
- Individuals, who are unable to put on or remove a mask without assistance
- **Individuals who are partaking in physical activity**

The Operational Guides serve as Community Recreations policy on masks. All staff require training on the Masks or Face Coverings Procedure.

Sign in is preferably done electronically using a laptop or IPad and saved electronically in a secure drive but if not possible hard copies must be saved each day in a locked file cabinet or scanned and saved electronically onto a secure drive. Staff must ensure good hygiene and disinfection between users.

If a facility user, staff or participant is displaying symptoms of COVID-19 at sign in or during the program, they will be asked to visit a COVID-19 testing assessment centre to be tested. Those with no known exposure can return to work or program once they have received a negative test and have been symptom free for 24 hours. Staff report to Toronto Public Health as outlined in Section 3.

Program Chart

The following program chart summarizes the programs permissions and general modifications required to operate in Stage 3.

The total number of people permitted in classes or organized activities at any one time is limited to the number of people that can maintain physical distancing of at least two metres, and cannot exceed the indoor gathering limit of 50 people or the outdoor limit of 100.

Reminder masks need to worn at all times indoors. Exception to this is when a participant/facility user is performing physical activity (e.g. dance, fitness, sports). See Health Check Screening Process in Section 3 and Masks in Section 5. However, they do have to wear the mask in every other are of the Community Centre.

PPE (medical mask and gloves) are required when in the isolation room and performing first aid.

PROGRAM ENHANCEMENTS WILL BE INFORMED AND APPROVED BY LEAD UNIT OR COMMUNITY OF PRACTISE/RECREATION SERVICE TEAMS.

E.g. Aquatics Indoor Pools and Fitness have an appendix to this document with the approved program modifications

The recommendation requiring caregivers during all early years programming is under review. Information will be forthcoming.

Program Name	Stage 3 Ratio/Room Capacity per room	Physical Distancing Required	Sign in Upon Entry	Cleaning Frequency	Isolation Room
Lobbies	50 individuals or based on room capacity	Yes	Yes	2 times a day or when visible soiled	Cooling centre only and they provide own
Lounges – Youth, Senior, Computer Labs	50 individuals or based on room capacity	Yes	Yes	2 times a day and Toys & Equipment after each use	No

Outside Space and Picnic Areas	100 individuals or fewer based on physically distancing	Yes	Yes	2 times a day and Toys & Equipment after each use	No
Arena permitted activities (i.e. hockey, figure skating)	50 individuals or based on room capacity Additionally up to 50 spectators based on room capacity and with physical distancing	Yes	Yes	2 times a day and Equipment after each use	Yes
Program Name	Stage 3 Ratio/Room Capacity per room	Physical Distancing Required	Sign in Upon Entry	Cleaning Frequency	Isolation Room
Community Gardens and Garden Boxes	100 individuals or fewer based on physically distancing	Yes	Yes	Equipment after each use	No
Drop-in Programs	Will be based on room capacity at each site	Yes	Yes	2 times a day and Toys & Equipment after each use	Yes
Permits	50 individuals or based on room capacity	Yes	Yes	After each use	No
Leisure Swim	Operating at Reduced Capacity	Yes	Yes	2 times a day; Equipment (when permitted) after each use	No
Lane Swim	Operating at Reduced Capacity	Yes	Yes	2 times a day; Equipment (when permitted) after each use	No
Leases and Permits	50 individuals or based on room capacity	Yes	Yes	After each use	No
Fitness	50 individuals or based on room capacity	Yes	Yes	2 times a day; machines/ weights disinfected after each user	No
Walking Track	50 individuals or based on room capacity	Yes	Yes	2 times a day	No

Kitchen	50 individuals or based on room capacity	Yes	Yes	After each use	No
Table Tennis/ Billiards	50 individuals or based on room capacity	Yes	Yes	2 times per day; Equipment after each user set/game	No
Racquet Sports	50 individuals or based on room capacity	Yes	Yes	2 times a day; Toys & Equipment after each use	No
Instruction Programs with caregiver	50 individuals or based on room capacity	Yes	Yes	2 times a day; Toys & Equipment after each use	No
Program Name	Stage 3 Ratio/Room Capacity per room	Physical Distancing Required	Sign in Upon Entry	Cleaning Frequency	Isolation Room
Instruction Program without caregiver	Will be based on room capacity at each site	Yes	Yes	2 times a day and Toys & Equipment after each use	Yes
Sports (soccer, volleyball basketball, etc.)	50 individuals or based on room capacity	Yes	Yes	After each game or play finishes	Yes, if no caregiver present
Martial Arts	50 individuals or based on room capacity	Yes	Yes	Equipment cleaned after each use	Yes, if no caregiver present
Gymnastics	50 individuals or based on room capacity	Yes	Yes	Equipment cleaned after each use	Yes, if no caregiver present
Leisure Skate/AIRs	50 individuals or based on room capacity	Yes	Yes	2 times a day and Toys & Equipment after each use	No – parents on site or others able to go home on own
Instructional skate	50 individuals or based on room capacity	Yes	Yes	2 times a day and Toys & Equipment after each use	No – parents on site
Snack Bars	Will be based on room capacity at each site	Yes	Yes	2 times a day and Toys & Equipment after each use	NA
Aquatic Fitness Classes	Operating at Reduced Capacity	Yes	Yes	Equipment after each use	No

Instructional Swim	Operating at Reduced Capacity	Yes	Yes	Toys & Equipment after each use	No – parents on site
Curling Club/ Lawn Bowling/ Bocce	50 individuals or based on room capacity	Yes	Yes	2 times a day and Equipment after each use	No
Indoor Playgrounds	50 individuals or based on room capacity	Yes	Yes	2 times a day; toys & equipment after each use	No
After School Programs	After School Guidelines will follow	Yes	Yes	After School Guidelines will follow	Yes
Sauna and Steam rooms	Closed in Stage 3	NA	NA	NA	NA
Cooking Programs	Closed in Stage 3	NA	NA	NA	NA

Programs/Use of Space that are Permitted to Operate in Stage 3

The following programs/use of space may operate in Stage 3 with the following modifications in place. **When reviewing this information please also use the Program Enhancements that were completed by RST, COP, Task teams – you can find those as appendix's at the bottom of the this document.**

Reference the chart above for gathering limitations and room capacities.

Casual Use of Space	<ul style="list-style-type: none"> See Section 7 – Cleaning and Disinfection Procedures for specific cleaning and disinfecting requirements and Facility Cleaning Guidelines.
Lobby	<ul style="list-style-type: none"> Tables and seating will require adequate physical distancing between groupings and placement will take into consideration hallways and walkways and the ability to pass by at safe distances. Some equipment/furniture may need to be removed. (Check with Facility Managers) Fixed tables and chairs and other furniture to be cleaned 2 times per day Staff will monitor for people gathering and encourage physical distancing Facility users who are using the space to read must maintain physical distancing Tables and seating will be cleaned/disinfected at least two times per day and when visibly soiled Equipment such as cards, games, reading material, and craft supplies including chess tables or game like activities are <u>not permitted</u>. Children wall activity boards need to be disinfected twice a day or when visibly soiled If participant is ill at sign in or during program – view top of this section and procedure in Section 3

<p>Lounges (Older Adult/Seniors Areas, Youth Lounges, Computer Labs,)</p>	<ul style="list-style-type: none"> • Where provided, equipment and material is to be divided into kits prior to the program to ensure items are used exclusively by one individual or family – if not must be disinfected between use • All computers in computer labs and equipment/game/TV controllers must be cleaned/disinfected between users. Staff/facility users are responsible to ensure equipment has been cleaned for the next person • Equipment such as board games, cards, and dominoes will not be provided • Programs where coffee/tea and pre-packaged snacks are served may resume with the following modifications: <ul style="list-style-type: none"> ○ Physical distancing must be maintained at all times ○ Mask and gloves are to be worn at all times by kitchen staff/volunteers ○ Individually packaged sugar and creamers must be used ○ Disposable cups must be used ○ Any snacks that are provided must be prepackaged ○ Sharing of food between participants is not permitted ○ In person payment/cash handling guidelines must be followed ○ Food preparation and cooking programs are <u>NOT</u> permitted at this time – see "Kitchen" section and follow links below • Staff will follow all Restaurant & Food Service Guidance Documents, provided by the Province • Staff will follow all additional procedures outlined in the Cooking Programs and Food Preparation Manual • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
<p>Leases and Permits/Bookings – please review all other sections to know what permits/bookings can do in sports/cooking/kitchens, etc.</p>	<ul style="list-style-type: none"> • See Appendix 3 for details on Booking Guidelines • Permit Groups will be required to follow the same guidelines and modifications as outlined for PFR programs. Activities restricted for PFR programming, will be similarly applied to permit groups. • The permit holder needs to sign off on the General Declaration and it needs to be attached to the permit in CLASS. They must follow all City of Toronto guidelines that are in place, if health guidelines are not permitting an activity, we should not be booking spaces to groups for those purposes. • Please feel free to utilize this guide to speak to permit/facility holders. • Clarification from gymnastics Ontario and requesting their guidelines for review before issuing permits, please contact Terri Jones • Basketball programs with game play <u>are suspended</u>. Basketball skills and drills programs without scrimmages <u>are permitted</u> Drop in program would need to be adjusted to ensure this is followed • Scrimmages are allowed in other sports • Drop-in sport programming staff will monitor contact between players and modify game structure as required. It is recommended that they

	<p>carry a whistle to promptly get attention of players and remind to physically distance</p> <ul style="list-style-type: none"> • Each permit group/meeting/general rental, will be issued a new permit along with the General Declaration for Permit Holders during COVID-19 Stage 3. The declarations adhere to Provincial Guidelines, Toronto Public Health Guidelines and City Guidance. They will help to mitigate risk to the City as a result of COVID-19 • Staff need to reference the following documents: • FINAL Memo - Managers Facility Booking Report Review 01-08-2020 • PFR Facility Bookings and Program Registration Accounts Overdue Guidelines • How to Print a Permit with New COVID Terms • Important Information on Facility Bookings • Staff can provide a copy of this Operational Guideline for Re-Opening Community Centres to any permit holder along with the General Declaration • The Business and Client Services unit will ensure Exclusive use of Spaces leases receive and sign off on the General Declaration • When booking permits schedule enough time to allow for cleaning between user groups • If facility/permit holders use City storage space for equipment and that is a part of the facility booking it is fine to continue however equipment must be disinfected after use by the permit holder before putting away • Staff will ensure that pens are not shared or are disinfected between users to avoid cross contamination • Under Stage 3 Provincial Orders, gathering limits for events are capped at 50 people indoor and 100 people outdoor • Staff will need to review the Facility Operations Layout measurement room audit specific to their facilities prior to creating bookings or advising permit holders to avoid over booking space as individual room capacity is determined by physical distancing requirements and does not default to a 50 person maximum. The room audit information will be shared with staff upon its completion on August 4 • If facility/permit holder is not adhering to the room limits staff will have a discussion with them. If it becomes confrontational staff should contact their supervisor/manager immediately • Indoor religious events, including gatherings for the purposes of a wedding ceremony, a funeral or a religious service, rite or ceremony are capped at 30% of the room capacity • Note: Wedding reception is regulated under section 1(1)(c) with a limit of no more than 50 people indoors and a wedding ceremony is regulated under section 3(2)1 with a limit of 30% of the capacity of the room. In both situations, physical distancing must be maintained. • https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-restaurant-workers-health-and-safety-guidance.pdf?ext=.pdf
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	<ul style="list-style-type: none"> • Facility bookings where coffee/tea and pre-packaged snacks are served may resume with the following modifications: • Physical distancing must be maintained at all times • Mask and gloves are to be worn at all times by kitchen staff/volunteers • Individually packaged sugar and creamers must be used • Disposable cups must be used • Any snacks that are provided must be prepackaged • In person payment/cash handling guidelines must be followed • Staff will follow all Restaurant & Food Service Guidance Documents, provided by the Province
Arena Permitted Sports (i.e. hockey, figure skating)	<ul style="list-style-type: none"> • Permit Groups will be required to follow the same guidelines and modifications as outlined for PFR programs. Activities restricted for PFR programming, will be similarly applied to permit groups • Team sports in which body contact between players is either an integral component of the sport or commonly occurs while engaged in the sport (contact martial arts such as wrestling, judo, jujitsu, MMA, Aikido) are not permitted • For permitted Amateur and recreational sports leagues may resume so long as they do not allow prolonged or deliberate physical contact between players or if they have modifications to avoid physical contact between players. Accidental contact between players will occur, but all effort must be made to avoid it, as much as possible. • Recreational sports leagues to resume with in-region cohorts of 50 players in mini-leagues • Spectators subject to gathering limits of up to 50 individuals indoors and where physically distanced; assigned seating where possible. These individuals are in addition to the 50 participants allowed. • When booking permits schedule enough time to allow for cleaning between user groups • Masks are not required when participating in sports practice or game but are required when entering the facility, in change rooms and any other areas other than when on the ice. • All fixed structures, such as benches, need to be cleaned twice daily • Equipment must be cleaned and disinfected between user sets or at the end of a game • To minimize the use of change rooms, it is preferred that participants enter the facility with equipment on as much as possible. • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
Community Gardens and Garden Boxes	<ul style="list-style-type: none"> • Each garden manager and garden member must sign the TPH Community and Allotment Garden Declaration, which states that garden managers and members must adhere to the interim directions • Signed and dated declarations for all members of community gardens must be kept by community garden managers and must be made available to TPH should they be required for contact tracing

	<ul style="list-style-type: none"> • Every person visiting a garden must complete the self-assessment for COVID-19 on the Ontario Ministry of Health website • No visitors are permitted to community or allotment gardens • Access to the garden is only permitted to plant, maintain and harvest food. No events, training, or other programming is allowed • For more information, see Toronto Public Health's COVID-19 Guidance for Community & Allotment Gardens
Outdoor Areas and Picnic Tables	<ul style="list-style-type: none"> • Physical distancing of 2m must be maintained • Tables and chairs will be removed and/or reconfigured to allow for physical distancing to be maintained • During CampTO, playgrounds are not permitted to be used
Kitchens Early Years Programs cannot operate without caregiver in attendance and caregiver needs to be actively engaged and within arm's reach There can be a maximum of 2 children per caregiver	<ul style="list-style-type: none"> • Kitchen surfaces/supplies/equipment/stoves/fridges need to be disinfected after each use • No cloth towels, use paper towels • If kitchen is being used as a lunch room staff must maintain a 2 meter distance from other staff • Tables and chairs will be removed and/or reconfigured to allow for physical distancing • Tables and chairs need to be wiped down after each food is served • Cooking Programs are suspended at this time • Programs where coffee/tea and pre-packaged snacks are served may resume with the following modifications: <ul style="list-style-type: none"> ○ Physical distancing must be maintained at all times ○ Mask and gloves are to be worn at all times by kitchen staff/volunteers ○ Individually packaged sugar and creamers must be used ○ Disposable cups must be used ○ Any snacks that are provided must be prepackaged ○ In person payment/cash handling guidelines must be followed • If facility bookings are utilizing the kitchen, they must physically distance at all times, wear a mask and gloves (provided by them), not share food while cooking, not share any utensils, disinfect all materials and supplies, countertops, stove, fridges, sinks after use, clean and sanitize dishes per the food preparation guidelines/manual. Must use paper towels no cloth towels allowed • Staff will follow all Restaurant & Food Service Guidance Documents, provided by the Province • Staff will follow all additional procedures outlined in the Cooking Programs and Food Preparation Manual • https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-restaurant-workers-health-and-safety-guidance.pdf?ext=.pdf
Drop-In Programs with and without Caregiver	<ul style="list-style-type: none"> • Activity tables, stations or program equipment will be set up prior to program to ensure physical distancing is maintained at all times. • Non-porous equipment need to be used • Porous equipment need to be decommissioned such tunnels, puppets or any fabric type equipment

<p>(General Interest/Older Adults/Arts, etc.)</p> <p>Early Years Programs cannot operate without caregiver in attendance and caregiver needs to be actively engaged and within arm's reach</p> <p>There can be a maximum of 2 children per caregiver – please review baby in baskets/carriers</p>	<ul style="list-style-type: none"> • Large equipment that is typically shared, such as slides can be used with cleaning and disinfecting completed after each session • Where provided, equipment and material is to be divided into kits/bins prior to the program to ensure items are used exclusively by one individual or household. If not, all toys/equipment needs to be disinfected between each individual's use • Carpeted rolled out mats must not be used. Vinyl mats can be used, ensure that each child has an individual space, is physically distanced or has their own mat. Spray cleaning agenda directly on mat after program is finished and wipe down as per cleaning directions. Individual mats if brought in by facility user must not be shared and taken home after use • Landing/crash mats are not permitted for use • Roll up and remove preschool carpets • Only pre-packaged snacks can be used and if drinks must be a disposable cup/container – no sharing of food by anyone • Staff will limit the number of participants/caregivers at each station to ensure physical distancing at all times • Staff will take into consideration caregivers when assigning maximum program capacity • After program all equipment, tables and activity stations will be cleaned/disinfected before next use • Art and crafts projects and materials will be sent home with participants when the program ends • Singing activities require Plexiglass or some other impermeable barrier and physical distancing are required for any instruction that involves singing or playing wind or brass instruments • If participant/caregiver is ill at sign in or during program – view top of this section and procedure in Section 3 • Clubs that focus on games (e.g. card games, chess and checkers, dominos etc.) are excluded in Stage 3 • Participants in sewing programs are required to provide own thread and fabric • Bingo <ul style="list-style-type: none"> ○ Reusable bingo cards or bingo markers/chips are prohibited ○ Disposable bingo cards must be used ○ Participants must bring their own bingo dabbers or markers ○ The exchange of money is prohibited ○ Non-monetary incentives for winners may be provided and may include individually wrapped chocolate bars, candy, cookies, and sugar-free options • A caregiver can only bring in 2 children to any drop in early years program • Due to having to have an adequate/correct room counts all children need to be counted. This means if a caregiver wishes to bring an infant/baby they must be counted in the room count.
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	<ul style="list-style-type: none"> • For parents that wish to bring an infant into a <u>drop in</u> program they <u>must</u> be on their body at all times NOT in an infant/baby carrier/basket. The rationale is that if the child is unattended at any time it means that another child may go up to them and as children can be asymptomatic may pass the virus onto the baby/infant • Alert texts added to registration to inform people • Staff can also provide a drop in early years program for caregivers and children 0-3 years of age
<p>General Interest</p> <p>Early Years Programs cannot operate without caregiver in attendance and caregiver needs to be actively engaged and within arm's reach</p> <p>There can be a maximum of 2 children per caregiver – please see babies in baskets</p>	<ul style="list-style-type: none"> • Social dance programs, particularly those for 'singles' where partners are organized during the class (ex. ballroom, Latin) are restricted • Cooking programs are suspended • Activity tables, stations or program equipment will be set up prior to program to ensure physical distancing is maintained at all times. • Non-porous equipment need to be used • Porous equipment need to be decommissioned such tunnels, puppets or any fabric type equipment • Large equipment that is typically shared, such as slides can be used with cleaning and disinfecting completed after each session • Where provided, equipment and material is to be divided into kits/bins prior to the program to ensure items are used exclusively by one individual or household. If not, all toys/equipment needs to be disinfected between each individual's use • Staff will limit the number of participants/caregivers at each station to ensure physical distancing at all times • Staff will take into consideration caregivers when assigning maximum program capacity • After program all equipment, tables and activity stations will be cleaned/disinfected before next use • Art and crafts projects and materials will be sent home with participants when the program ends • Singing activities require Plexiglass or some other impermeable barrier and physical distancing are required for any instruction that involves singing or playing wind or brass instruments • Coin/stamp club not permitted to meet and trade coins/stamps • If participant/caregiver is ill at sign in or during program – view top of this section and procedure in Section 3 • Clubs that focus on games (e.g. card games, chess and checkers, dominos etc.) are excluded in Stage 3 • Participants in sewing programs are required to provide own thread and fabric • Bingo <ul style="list-style-type: none"> ○ Reusable bingo cards or bingo markers/chips are prohibited ○ Disposable bingo cards must be used ○ Participants must bring their own bingo dabbers or markers ○ The exchange of money is prohibited

	<ul style="list-style-type: none"> ○ Non-monetary incentives for winners may be provided and may include individually wrapped chocolate bars, candy, cookies, and sugar-free options • Only pre-packaged snacks can be used and if drinks must be a disposable cup/container – no sharing of food by anyone • A caregiver can only bring in 2 children to any drop in early years program • Due to having to have an adequate/correct room counts all children need to be counted. This means if a caregiver wishes to bring an infant/baby to a <u>drop in</u> they must be counted in the room count. However in <u>registered</u> programs <u>no</u> infants/babies on a caregiver is allowable • For parents that wish to bring an infant they must be on their body at all times NOT in an infant/baby carrier/basket. The rationale is that if the child is unattended at any time it means that another child may go up to them and as children can be asymptomatic may pass the virus onto the baby/infant • Alert texts added to registration to inform people • Dance programs that require partners should be people from the same bubble.(e.g. ballroom dance) • Do not shared or rotate equipment that may be difficult to sanitize (woodworking, woodcarving, wood burning) • Art and crafts projects and materials will be sent home with participants when the program ends. If a program requires a project to be stored the project should not be incorporated or the program may not be able to operate • Sharing of music equipment such as pianos and keyboards should be limited and needs to be cleaned/disinfected after each use • Stereos, etc. used to play music for dance programs needs to be cleaned/disinfected between users • No sharing of music lesson books. Books will be purchased by participant or by centre. Photocopies can be made and given to participant if necessary. • Staff can also provide a drop in early years program for caregivers and children 0-3 years of age
<p>Sports - Registered and Drop-In</p> <p>(Soccer, Ball Hockey, Volleyball, Basketball, etc.)</p> <p>Early Years Programs</p>	<ul style="list-style-type: none"> • Basketball programs with game play <u>are suspended</u>. Basketball skills and drills programs without scrimmages <u>are permitted</u> Drop in program would need to be adjusted to ensure this is followed • Scrimmages are allowed in other sports • Drop-in sport programming staff will monitor contact between players and modify game structure as required. It is recommended that they carry a whistle to promptly get attention of players and remind to physically distance • Team sports in which body contact between players is either an integral component of the sport or commonly occurs while engaged in

<p>cannot operate without caregiver in attendance and caregiver needs to be actively engaged and within arm's reach</p> <p>There can be a maximum of 2 children per caregiver – please see babies in baskets</p>	<p>the sport (contact martial arts such as wrestling, judo, jujitsu, MMA, Aikido) <u>are not permitted</u></p> <ul style="list-style-type: none"> • Sports that involve prolonged or deliberate physical contact should be modified to focus on skills, drills and athletic training. Scrimmaging should not be incorporated to avoid physical contact between players • Community Recreation House sports leagues may not resume until further review is completed • Spectators subject to gathering limits of up to 50 individuals indoors and where physically distanced; assigned seating where possible. These individuals are in addition to the 50 participants allowed. • All fixed structures, such as rock climbing walls, need to be cleaned twice daily • Porous equipment need to be decommissioned such tunnels, carpeted rollout mats or any fabric type equipment • Equipment must be cleaned and disinfected between user sets or at the end of a game • Equipment such as pylons and hula hoops can be used to demonstrate distancing requirement and disinfected at the end of each set or at the end of the game • To minimize the use of change rooms, it is preferred that participants enter the facility with equipment on • Only pre-packaged snacks can be used and if drinks must be a disposable cup/container – no sharing of food by anyone • A caregiver can only bring in 2 children to any drop in early years program • Due to having to have an adequate/correct room counts all children need to be counted. This means if a caregiver wishing to bring an infant/baby to a <u>drop in or instructional sports program</u>, due to the program activity (balls moving around), parents cannot bring in an infant/baby on their person or in an infant/baby carrier/basket • Alert texts added to registration to inform people • Home town hockey - Program that is run in partnership with MSLE are suspended at this time • Indoor turf is usually made of a plastic-like material which is not very absorbent so it is fine to utilize. Hand sanitizer should be available • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
<p>Lawn Bowling and Bocce</p>	<ul style="list-style-type: none"> • Physical distancing requirements of 2 meter distance must be maintained • Teams will be restricted to every other lane, sheet or court • Team members may not congregate in any areas including social spaces • Railings and other touch points will require cleaning/disinfecting 2 times a day

	<ul style="list-style-type: none"> • Seating will be arranged to ensure physically distancing requirements are met • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
Curling Clubs	<ul style="list-style-type: none"> • Maximum Occupancy must be posted • Rental equipment must be disinfected after each use • Stones must be sanitized at the start of each draw. There will be no interchanging of stones during a game and players should not touch any stones other than their own • Physical distancing requirements of 2 meter distance must be maintained • Teams will be restricted to every other sheet • Only one sweeper can participate at a time to ensure physical distancing • Measuring: remove gloves, sanitize your hands, conduct measure, return measure device to its normal location, and sanitize your hands • Players stay on the same side of the sheet. For example, if you are playing on sheet 2, always walk or position yourself on the sideline to sheet 1 • Team members may not congregate in any areas including social spaces • Railings and other touch points will require cleaning/disinfecting 2 times per day • Seating will be arranged to ensure physically distancing requirements are met • Tables and chairs need to be disinfected after each use • Restaurants, bars, food trucks, concession stands and other food or drink establishments may open if they comply with the following conditions: <ol style="list-style-type: none"> 1. No buffet-style service may be provided. 2. Patrons <u>must be seated</u> when eating or drinking at the establishment. 3. The establishment must be configured so that patrons seated at different tables are separated by, <ol style="list-style-type: none"> i. a distance of at least two metres, or ii. plexiglass or some other impermeable barrier • Must follow additional <u>guidelines</u> set out by the Province in regards to restaurant and food services • https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-restaurant-workers-health-and-safety-guidance.pdf?ext=.pdf • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
Walking Track	<ul style="list-style-type: none"> • Track capacity limited according to track size to ensure physical distancing requirements are met • Railings and other touch points will require cleaning/disinfecting 2 times per day

	<ul style="list-style-type: none"> • The use of fitness equipment located in or around walking tracks is prohibited as it does not allow for physical distancing • Seating in and around track will be arranged to ensure physically distancing requirements are met and disinfected 2 time a day • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
Table Tennis and Billiards	<ul style="list-style-type: none"> • Physical distancing requirements of 2 meter distance must be maintained • Tables and nets will be reconfigured in gyms and lobbies to allow for physical distancing between players • Team members may not congregate in any areas including social spaces • Participants are encouraged to bring their own equipment • If players do not bring their own equipment and staff are supplying, staff (the person responsible for handing out equipment will be the one that cleans) have to hand equipment to them in a bin and once returned have them place it in a bin and then the equipment needs to be disinfected immediately after each use. Spray cleaning agent into the bin leave it for a few minutes and then wipe off so all germs are off before handling • Equipment must be cleaned and disinfected between user sets or at the end of a game • Only play singles; unless playing with household members • Participants should be advised to wipe down and clean their personal equipment upon returning home • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
Racquet Sports (Badminton, Pickleball, Tennis, etc.) Early Years Programs cannot operate without caregiver in attendance and caregiver needs to be actively engaged and within arm's reach There can be a maximum of 2	<ul style="list-style-type: none"> • Physical distancing requirements of 2 meter distance must be maintained • Courts will be limited according to gym space to allow for physical distancing • If players do not bring their own equipment and staff are supplying, staff (the person responsible for handing out equipment will be the one that cleans) have to hand them equipment to them in a bin and once returned have them place it in a bin and then the equipment needs to be disinfected immediately after each use. Spray cleaning agent into the bin leave it for a few minutes and then wipe off so all germs are off before handling • Team members may not congregate in any areas including social spaces • Seating will be arranged to ensure physical distancing requirements are met and disinfected 2 times per day • Equipment must be cleaned and disinfected between user sets or at the end of a game • Only singles play allowed; unless playing with household member

children per caregiver	<ul style="list-style-type: none"> • Participants stay on one side of the court and cross at opposite sides of the net when changing sides • Participants should avoid touching court gates, fences, net posts, the net tape, benches, etc. • Participants should be advised to wipe down and clean their personal equipment upon returning home • If participant is ill at sign in or during program – view top of this section and procedure in Section 3 • Tennis Guidelines
Fitness Centres and Weight Rooms	<ul style="list-style-type: none"> • In Stage 3 weight rooms will be self-regulated and participants will be asked to refrain from using equipment this is beside each other • Program capacity will be determined by the ability to maintain physical distance within the space (including both staff and participants) • Will be cleaned at least 2 times a day and <u>facility users</u> will be educated to wipe down equipment, stability balls, bands and weights with disinfection spray and paper towels before and after they use the equipment • Mats must be decommissioned and participants to bring their own • Change rooms will be open for daytime locker use and use of washrooms. Occupancy signage will be posted. • The use of showers is permitted • If participant is ill at sign in or during program – view top of this section and procedure in Section 3 • See facility cleaning guidelines for more cleaning protocols
Fitness Rooms and Indoor Fitness Classes	<p>To help maintain physical distancing, staff will consider the following when programming for fitness:</p> <ul style="list-style-type: none"> • Program capacity will be determined by the ability to maintain physical distance within the space (including both staff and participants). Special attention needs to be made for heavy physical activity such as Zumba as extra space to move will be needed • Group fitness that provides equipment (e.g. treadmills, elliptical, free weights) are not to be shared or passed among participants and cleaned after each use by the participant. Staff will provide paper towels and disinfectant to each participant to disinfect equipment after use • Activities must not be practised or played within the facility if they require the use of fixed structures that cannot be cleaned and disinfected between each use or, where used in a game or practice, at the end of play. • Decommission lockers to ensure appropriate space available to maintain physical distancing of 2m • Mats must be decommissioned and participants to bring their own • Change rooms will be open for daytime locker use and use of washrooms. Occupancy signage will be posted. • The use of showers is permitted • See facility cleaning guidelines for more cleaning protocols

	<ul style="list-style-type: none"> • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
Personal Training	<ul style="list-style-type: none"> • Personal trainers and spotters will attempt to maintain physical distancing of two meters • Where not possible to maintain physical distance, personal trainer or spotter must wear a mask • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
Change Rooms and Lockers	<ul style="list-style-type: none"> • Encourage participants to arrive in workout clothes, and to avoid using locker rooms on site altogether, where possible. However, when locker rooms are used, a disinfectant spray or wipes should be available for participants and disinfected 2 times a day • Occupancy signage will be posted • Decommission lockers to ensure appropriate space available to maintain physical distancing of 2m
Instructional Programs with Caregivers (Early Years, Dance, Visual Arts, Painting with Caregiver, All General Interest programs, etc.) There can be a maximum of 2 children per caregiver – no babies in baskets	<ul style="list-style-type: none"> • Activity tables, stations or program equipment will be set up prior to program to ensure physical distancing is maintained at all times. • Non-porous equipment need to be used • Large equipment that is typically shared can be used with cleaning and disinfecting completed after each session • Where provided, equipment and material is to be divided into kits/bins prior to the program to ensure items are used exclusively by one individual or household. If not, all toys/equipment needs to be disinfected between each individual's use • Carpeted rolled out mats must not be used. Vinyl mats can be used, ensure that each child has an individual space, is physically distanced or has their own mat. Spray cleaning agenda directly on mat after program is finished and wipe down as per cleaning directions. Individual mats if brought in by facility user must not be shared and taken home after use • Landing/crash mats are not permitted for use • Roll up and remove preschool carpets • Staff will limit the number of participants/caregivers at each station to ensure physical distancing at all times • Staff will take into consideration caregivers when assigning maximum program capacity • After program all equipment, tables and activity stations will be cleaned/disinfected before next use • Art and crafts projects and materials will be sent home with participants when the program ends • Singing activities require Plexiglass or some other impermeable barrier and physical distancing are required for any instruction that involves singing or playing wind or brass instruments • If participant/caregiver is ill at sign in or during program – view top of this section and procedure in Section 3

	<ul style="list-style-type: none"> • Clubs that focus on games (e.g. card games, chess and checkers, dominos etc.) are excluded in Stage 3 • Only pre-packaged snacks can be used and if drinks must be a disposable cup/container – no sharing of food by anyone • Participants in sewing programs are required to provide own thread and fabric • A caregiver can only bring in 2 children to any early years program • Due to having to have an adequate/correct room counts all children need to be registered into the program. This means caregivers <u>cannot</u> bring an infant in a child carrier or be on their body during instructional programs. • Alert texts added to registration to inform people
<p>Instructional Programs without Caregivers (Dance, Piano Lessons, General Interest, Etc.)</p> <p>Early Years Programs cannot operate without caregiver in attendance</p> <p>There can be a maximum of 2 children per caregiver</p>	<ul style="list-style-type: none"> • Activity tables, stations or program equipment will be set up prior to program to ensure physical distancing is maintained at all times. • Non-porous equipment need to be used • Large equipment that is typically shared, such as slides can be used with cleaning and disinfecting completed after each session • Where provided, equipment and material is to be divided into kits/bins prior to the program to ensure items are used exclusively by one individual or household. If not, all toys/equipment needs to be disinfected between each individual's use • Carpeted rolled out mats must not be used. Vinyl mats can be used, ensure that each child has an individual space, is physically distanced or has their own mat. Spray cleaning agenda directly on mat after program is finished and wipe down as per cleaning directions. Individual mats if brought in by facility user must not be shared and taken home after use • Landing/crash mats are not permitted for use • Roll up and remove preschool carpets • Staff will limit the number of participants at each station to ensure physical distancing at all times • After program all equipment, tables and activity stations will be cleaned/disinfected before next use • Art and crafts projects and materials will be sent home with participants when the program ends • Singing activities require Plexiglass or some other impermeable barrier and physical distancing are required for any instruction that involves singing or playing wind or brass instruments • Only pre-packaged snacks can be used and if drinks must be a disposable cup/container – no sharing of food by anyone • If participant is ill at sign in or during program – view top of this section and procedure in Section 3 • Clubs that focus on games (e.g. card games, chess and checkers, dominos etc.) are excluded in Stage 3 • Participants in sewing programs are required to provide own thread and fabric

<p>Instructional Skate</p> <p>Early Years Programs cannot operate without caregiver in attendance</p> <p>There can be a maximum of 2 children per caregiver</p>	<ul style="list-style-type: none"> • Physical distancing of 2 meters must be maintained at all times • Skaters must remain at least 2 meters apart when putting on and removing skates. Visible markers are to be used to designate where skaters should sit • Instructional staff will attempt to maintain physical distancing of two meters • Where not possible to maintain physical distance, staff must wear a mask • To minimize the use of change rooms, it is preferred that participants enter the facility with skates and skate guards on • It is recommended where possible to have a separate entrance and exit to the rink • Shared helmets are not permitted • Ensure programs have sufficient time before and after programs to ensure safe maneuvering of participants in and out of program areas and facilities • There is a high likelihood of close contact for all beginner skate programs, Learn to Skate Level 1 and Sledge Hockey – will follow considerations for Adapted and Inclusive programs for personal support requirements • Change rooms, benches and spectators will need further discussion due to the requirements that caregivers stay onsite and amount of equipment needed for some skate programs • Will need further discussion around storage of equipment for programs • Skate RST considering public communication for general skate related knowledge – how to tie skates, how to find the correct fitting helmets, importance of skate guards, etc. • Signage at all rinks (especially outdoor and unsupervised sites) will be crucial to assisting with flow • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
<p>Leisure Skate</p>	<ul style="list-style-type: none"> • Physical distancing of 2 meters must be maintained at all times • Skaters must remain at least 2 meters apart when putting on and removing skates. Visible markers are to be used to designate where skaters should sit • It is recommended where possible to have a separate entrance and exit to the rink • To minimize the use of change rooms, it is preferred that participants enter the facility with skates and skate guards on • All equipment must be disinfected between each use • Shared helmets are not permitted • Ensure programs have sufficient time before and after programs to ensure safe maneuvering of participants in and out of program areas and facilities • There is a high likelihood of close contact for all beginner skate programs, Learn to Skate Level 1 and Sledge Hockey – will follow considerations for Adapted and Inclusive programs for personal support requirements

	<ul style="list-style-type: none"> • Change rooms, benches and spectators will need further discussion due to the requirements that caregivers stay onsite and amount of equipment needed for some skate programs • Will need further discussion around storage of equipment for programs • Skate RST considering public communication for general skate related knowledge – how to tie skates, how to find the correct fitting helmets, importance of skate guards, etc. • Signage at all rinks (especially outdoor and unsupervised sites) will be crucial to assisting with flow • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
Martial Arts Early Years Programs cannot operate without caregiver in attendance There can be a maximum of 2 children per caregiver	<ul style="list-style-type: none"> • Physical distancing requirements must be maintained • Equipment such as pylons and hula hoops can be used to demonstrate distancing requirement • Instructional staff will attempt to maintain physical distancing of two meters • Where not possible to maintain physical distance, staff must wear a mask • Clean and sanitize equipment between classes and at the end of programs • Carpeted rolled out mats must not be used. Vinyl mats can be used, ensure that each child has an individual space, is physically distanced or has their own mat. Spray cleaning agenda directly on mat after program is finished and wipe down as per cleaning directions. Individual mats if brought in by facility user must not be shared and taken home after use • All surfaces, including mats need to be cleaned at the end of programs • Sparring is prohibited • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
Gymnastics Early Years Programs cannot operate without caregiver in attendance There can be a maximum of 2 children per caregiver	<ul style="list-style-type: none"> • Vault, beam, horse, uneven bars or any other apparatus's are not permitted for use • Gymnastics programs that utilize equipment (beam, vault, horse, trampoline, mini tramp, etc.) are suspended due to cleaning/disinfecting requirements. • The only mats that may be used are vinyl. Tumbling and rhythmic programs may continue. • Rhythmic equipment must be disinfected after use. Ribbons are not permitted. • As gymnastic equipment uses non fixed structures, all gymnastics equipment needs to be cleaned and sanitized between each user • Landing/crash mats are not permitted for use • Carpeted rolled out mats must not be used. Vinyl mats can be used, ensure that each child has an individual space, is physically distanced or has their own mat. Spray cleaning agenda directly on mat after program is finished and wipe down as per cleaning directions.

	<p>Individual mats if brought in by facility user must not be shared and taken home after use</p> <ul style="list-style-type: none"> • Physical distancing requirements must be maintained between participants and instructor • No spotting, unless required to save an athlete from an injury, staff who are required to spot must wear a mask. • Rhythmic gymnastics can proceed with the cleaning of equipment after each use • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
<p>Playground Paradise/Indoor Playgrounds (UNDER REVIEW)</p> <p>Early Years Programs cannot operate without caregiver in attendance</p> <p>There can be a maximum of 2 children per caregiver</p>	<ul style="list-style-type: none"> • Outdoor activities and attractions and indoor recreational facilities and attractions permitted to open (e.g., arcade rooms, escape rooms, axe throwing range, bowling alleys, pool halls, etc.). • Physical distancing of at least two metres must be in place at all indoor playgrounds and play structures, except between individuals from the same household • Determine the indoor playgrounds reduced capacity limit at any given time that permits adequate physical distancing of two metres (six feet) between staff, children and parents/guardians. • Design a walking flow for indoor playground (e.g. creating one-way routes with prominent signage and/or floor markings) every two metres (six feet), where appropriate (e.g. entrances, play structures, washrooms). • Configure the indoor playground to allow for adequate physical distancing: <ul style="list-style-type: none"> ○ Arrange seating a minimum of two metres (six feet) apart and/or place signs in fixed seating spaces. ○ Mark seating locations with tape on the floor so that seating can be repositioned easily. • Consider creating separate spaces for individuals within the same household • Consider installing stickers or signs at frequently touched surfaces to encourage people to avoid directly touching them with their hands (e.g. use your elbow or the back of your hand). • Stagger the flow of people entering and exiting the indoor playground to prevent crowding. • Consider measures to prevent crowding, such as: <ul style="list-style-type: none"> ○ Implementing time limits (e.g. during peak use periods). • Tape-off and/or temporarily remove access to high-touch non –fixed structures/equipment/amenities (e.g. ball/foam pits), or toys which are difficult to properly clean and disinfect after each user. • Fixed structures (slides, etc.) and all high touch surface areas must be cleaned twice per day • Provide toys and equipment that are made of materials that can be cleaned and disinfected.

	<ul style="list-style-type: none"> • Ensure that staff, children, and parents/guardians have the ability to practice hand hygiene often, and when needed: <ul style="list-style-type: none"> ○ Provide hand sanitizer in dispensers near entrances, service counters and other high-touch locations for staff, children, and parent/guardian use. • Encourage staff, children, and parents/guardians to bring their own water bottle to stay hydrated. <p>Increase environmental cleaning and disinfection</p> <ul style="list-style-type: none"> • Implement enhanced environmental cleaning and disinfection policies and procedures. • High traffic areas and frequently touched surfaces need to be cleaned twice per day
Aquatic Fitness Classes	<ul style="list-style-type: none"> • Physical distancing of 2 meters must be maintained at all times • Aquafitness programs will operate on a reduced 15:1 ratio • Participants must remain at least 2 meters apart in the pool and pool area • Safety supervision guidelines may need to be adjusted if a class is spread out more than usual (i.e.; providing additional on deck lifeguards) • Overall class ratios may need to be lowered to ensure enough space between participants • Instructors should conduct the class out of the water, except while performing demonstrations • It is recommended where possible to have a separate entrance and exit to the pool • Signs will be visibly posted to indicate the revised capacity of the change rooms/shower area • In accordance with Ontario Regulation 565 – Public Pools, swimmers will be required to shower prior to entering the pool • At locations with on-deck showers, participants will be encouraged to shower on deck • In shower areas without individual shower stalls, showers immediately adjacent to each other will be temporarily decommissioned • Participants should be encouraged to shower at home after swimming • Seating (e.g. chairs, benches, etc.) in the swimming pool will be removed or taped off • Small pools with limited space may need to be taken out of operation if there is insufficient space to guarantee physical distancing (e.g. mushroom, splash pad, wading pool, tot pool) • If equipment is required it must be disinfected between each use • Encourage participants to bring their own equipment • Decommission lockers to ensure appropriate space available to maintain physical distancing of 2m • If participant is ill at sign in or during program – view top of this section and procedure in Section 3

<p>Instructional Swim</p> <p>Early Years Programs cannot operate without caregiver in attendance</p>	<ul style="list-style-type: none"> • Physical distancing of 2 meters must be maintained at all times • Swimmers must remain at least 2 meters apart in the pool and pool area • Overall class ratios may need to be lowered to ensure enough space between swimmers • Lessons for younger aged children could be offered similar to guardian lessons so that each participant is accompanied by a parent/caregiver that is responsible for managing and handling their child • It is recommended where possible to have a separate entrance and exit to the pool • Signs will be visibly posted to indicate the revised capacity of the change rooms/shower area • In accordance with Ontario Regulation 565 – Public Pools, swimmers will be required to shower prior to entering the pool • At locations with on-deck showers, swimmers will be encouraged to shower on deck • In shower areas without individual shower stalls, showers immediately adjacent to each other showers will be temporarily decommissioned • Swimmers should be encouraged to shower at home after swimming • Access to waterslides, spas and saunas will not be permitted. These high-contact aquatic features will be taped off to discourage swimmers from using them • Seating (e.g. chairs, benches, etc.) in the swimming pool will be removed or taped off • Viewing area should be closed if the area is too small or congestion may be present when the public enter or exit. Alternatively, the number of attendees in the gallery can be restricted through visible markers, signage or staff monitoring the area • Small pools with limited space may need to be taken out of operation if there is insufficient space to guarantee physical distancing (e.g. mushroom, splash pad, wading pool, tot pool) • If equipment is required it must be disinfected between each use • Decommission lockers to ensure appropriate space available to maintain physical distancing of 2m • All Learn to Swim program class ratios will be reduced to 4:1 ratio with the exception of extended leadership programs (Bronze curriculum) which will be set at 10:1 • All lower level Learn to Swim programs (Ultra 1-4) will require caregivers to be in water to provide support • All higher level Learn to Swim programs (Ultra 6-9) will be reduced to 30 minutes in duration • Youth and adult Learn to Swim programming will be implemented on a drop-in basis • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
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Leisure Swim (Indoor Facilities)	<ul style="list-style-type: none"> • Physical distancing of 2 meters must be maintained at all times • Swimmers must remain at least 2 meters apart in the pool and pool area • To ensure physical distancing amongst swimmers, pools will operate at a reduced capacity limit (i.e. bather load) • Signs will be visibly posted to indicate the revised capacity of the pool area and change rooms/shower area • It is recommended where possible to have a separate entrance and exit to the pool • In accordance with Ontario Regulation 565 – Public Pools, swimmers will be required to shower prior to entering the pool • At locations with on-deck showers, swimmers will be encouraged to shower on deck • In shower areas without individual shower stalls, showers immediately adjacent to each other will be temporarily decommissioned • Swimmers should be encouraged to shower at home after swimming • Wristbands will need to be self-applied or applied by a parent/guardian • Access to waterslides, spas and saunas will not be permitted. These high-contact aquatic features will be taped off to discourage swimmers from using them • Seating (e.g. chairs, benches, etc.) in the swimming pool will be removed or taped off. • Small pools with limited space may need to be taken out of operation if there is insufficient space to guarantee physical distancing (e.g. mushroom, splash pad, wading pool, tot pool) • Only drop-off buoy lines should be used during leisure swim. No additional lane lines should be used • Equipment/toys are not to be distributed during leisure swims. Participants may bring their own Ministry Approved flotation devices to wear while using the pool. All equipment, including the lifeguard stand must be disinfected between each use • Decommission lockers to ensure appropriate space available to maintain physical distancing of 2m • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
Lane Swim (Indoor Facilities)	<ul style="list-style-type: none"> • Physical distancing of 2 meters must be maintained at all times • Swimmers must remain at least 2 meters apart in the pool and pool area • To ensure physical distancing amongst swimmers, lane swim will operate at a reduced capacity. If lane ropes are used, more than one swimmer per lane will be permitted, if they are from the same household • A system will be put in place that will allow participants to reserve a time slot to swim, to avoid crowds gathering or long wait times • Signs will be visibly posted to indicate the revised capacity of the pool area and change rooms/shower area

	<ul style="list-style-type: none"> • It is recommended where possible to have a separate entrance and exit to the pool • In accordance with Ontario Regulation 565 – Public Pools, swimmers will be required to shower prior to entering the pool • At locations with on-deck showers, swimmers will be encouraged to shower on deck • In shower areas without individual shower stalls, showers immediately adjacent to each other will be temporarily decommissioned • Swimmers should be encouraged to shower at home after swimming • Access to waterslides, spas and saunas will not be permitted. These high-contact aquatic features will be taped off to discourage swimmers from using them • Seating (e.g. chairs, benches, etc.) in the swimming pool will be removed or taped off • Participants are permitted to bring their own personal equipment (with the exception of snorkels) for use during lane swim. Sharing of equipment is not permitted. Participants are encourage to wipe down and clean their personal equipment upon returning home. All equipment, including the lifeguard stand must be disinfected between each use • Decommission lockers to ensure appropriate space available to maintain physical distancing of 2m • If participant is ill at sign in or during program – view top of this section and procedure in Section 3
Adapted and Inclusive Recreation	<ul style="list-style-type: none"> • Information to follow, under review
Pizza and Bread Ovens	<ul style="list-style-type: none"> • Information to follow, under review
Farmers Market	<ul style="list-style-type: none"> • Information to follow, under review
Saunas and Steam Rooms	<ul style="list-style-type: none"> • Saunas and steam rooms will remain closed during stage 3
After School Programs	<ul style="list-style-type: none"> • After School Recreation Care and Non-ARC program guidelines will follow separately

Section 3 – Health Check/Screenings – All Programs inside a Community Centre

Access to Community Centre

- If a facility has more than one entrance, Supervisors and CRPs will need to determine how traffic flow will be managed and if additional staff are required to manage it. Wherever possible, there should be a designated main entrance. Approvals will need to go through the Manager
- In Community Centres where one or more entrance is required to be locked to control access, signage must be posted directing facility users to the entrance(s) that must be used
- If service counters are longer than Plexiglas barriers, clients should be directed to speak to staff at the barrier
- In Community Centres with indoor pools, recreation and aquatic staff should work together to determine line management strategies. The process should be documented and shared with all staff who work at that facility
- Community Centres that have a parking garage will require signage informing facility users that they must sign in and do a health check before going to a program or room
- Staff will educate and encourage participants and facility users to wear a face covering/mask at all times while in the Community Centre. Should a facility user present at the entrance without one, staff will encourage them to obtain one and return, unless there is a medical reason why they cannot wear a mask.

Staff for Customer service and sign in

- Co-located facilities or locations approved to open for casual use will be staffed with Facility In-Charge or Customer Service Representatives who will perform customer service and facility monitoring duties and will be scheduled according to operating hours.
- CampTO ONLY locations will manage customer service duties within the existing staff complement.
- Health screening desks at co-located/casual use facilities will be staffed with Customer Service Representatives who will be scheduled according to operating hours
- All customer service areas and health check desks will have hand sanitizer available
- All community centres re-opening will have reusable face masks available
- Staffing for Facility Bookings that occur after hours or on weekends will be on a cost recovery basis.
- Exceptions to the staffing structure must be approved by the Manager.

Daily Screening/Health Checks and Sign-In Procedures:

All facility users, will require a health check/screening prior to entering the facility. Physical distancing and screening information will be posted at the entrances. The signage will inform visitors that if they answer yes to any of these questions, they cannot enter the area.

1. Staff will wear a mask or face covering
2. Signage will be posted at each entrance, outlining the COVID-19 symptoms and informing participants that personal information will be collected for Toronto Public Health (TPH) contact tracing.
3. On the table will also be a sign that states the Notice of Collection statement so that staff do not need to read it to each individual.

4. Staff placed at the entrance of a program or community centre will greet participants in a welcoming and friendly manner. Physical barriers, such as two tables placed side by side, will need to be in place to ensure physical distancing is able to be maintained between staff and facility users.
5. Staff will point to the sign and ask if the participants/facility user/parent has any of the symptoms or if yes to questions.
6. **Staff do not need to read off the list of symptoms, just get a verbal yes or no after person reads sign**
7. **Participant or facility user must be wearing a mask as per the bylaw to gain access**
8. Staff will educate and encourage participants and facility users to wear a face covering/mask at all times while in the Community Centre. **Please see Section 2 for Mask/Face Covering Procedures.**
9. Should a facility user present at the entrance without one, staff will encourage them to obtain one and return, unless there is a medical reason why they cannot wear a mask.
10. Signage should be placed where it is easily read by multiple people at one time to ensure line up goes as quickly as possible.
11. Staff will direct facility users to look at the posted signage.

Sign includes the following:

Do you have any of these symptoms?

- | | | |
|------------------------|---------------------------|--------------------|
| • Fever | • Loss of taste or smell | • Not feeling well |
| • Cough | • Diarrhea | • Nausea, vomiting |
| • Difficulty breathing | • Inflammatory vasculitis | |
| • Sore throat | (abnormal swelling in the | |
| • Runny nose | hands and feet) | |

- a. Has the participant travelled outside of Canada within the last 14 days?
- b. Have you been in close contact with someone who is sick or has confirmed COVID-19 without wearing PPE in the past 14 days?

12. If a participant answers YES to any of the screening questions, they will be turned away and referred to a COVID-19 assessment centre for testing. They are asked not to return until they have received a negative COVID-19 test, and are symptom free for 24 hours and not be required to self-isolate for other reasons. No proof of negative test is required.
13. Staff will record the participant's first name, telephone number (preferred) or email address and number of participants in the group, and if they answered yes or no to the person reading the signage. This is recorded on the [Program Sign-In Sheet for Contact Tracing](#).
14. For families or groups:
 - a. Staff will only need to record the contact information of the caregiver. Staff will record the total number of family members with them in the column titled "Group Total".
 - b. If a caregiver is responsible for a participant that is not a member of their own family, contact information for those participants will need to be recorded separately.
15. To protect participant's privacy, staff will record the personal information of the participants on the sign-in sheet.
16. Managers must try to ensure that staff at the front desk have an electronic system (laptop, iPad) to enter the names and phone numbers and that at the end of the day the

sign in is file electronically in a safe space on a drive (Recreational Programmers drive or secured folder) so that if TPH asks to have the files, they are easily accessed. If the iPad is shared between staff, it must be disinfected between users.

17. If the sign in must be done by hand, to avoid the sharing of pens and clipboards and to protect privacy, staff must complete the form. The sign-in sheet must be kept with the staff, at the entrance, at all times and should not be left out in the open.
18. At the end of each day, staff will file the sign-in sheet in a locked file cabinet or electronically scan the file and save it in a secure location on the G drive. All sign-in sheets will need to be saved in case TPH requires them for contact tracing.
19. It is the responsibility of the Recreation Programmer to set up a secure electronic filing system if a locked cabinet is not available on site. To protect the privacy of participants, the Recreation Programmer will be required to ensure that the sign-in sheets have been completed and secured (as noted in #10 above), each day.
20. Program Sign-In Sheets for Contact Tracing must be retained for a minimum period of one year after use or as identified in the Parks, Forestry and Recreation's retention schedule.

Daily Health Check/Screening Procedures for All Staff

- Corporate is in the process of developing an electronic screening for staff. Once approved, the paper copy of the Daily Staff Health Check Screening will no longer be required. More information to follow.
- A daily health check/screening, including temperature, is required for all staff prior to being permitted to attend a work location. Staff will conduct a self-assessment upon to arrival at work using the [Daily Staff Health Check Screening - Daily Version](#) or the [Daily Staff Health Check Screening - Weekly Version](#)
- If staff answer yes to any of the COVID-19 screening questions they are to contact their supervisor or designate to enable appropriate coverage provision. Staff are not to come in to work and are asked to go to their nearest screening centre for testing see below for procedures if Staff Arrive to Work and Become Ill or Staff Call In Sick.

Staff Thermometers

Each site can purchase one thermometer for staff to use when they get to work – it is the CRP responsibility to purchase with P-Card one thermometer up to \$100.00 and single-use protective covers can be purchased as needed. For Facilities, please have supervisors or superintendents that have PCards ensure that if they are not at the same facility that they purchase for facility staff. If facility staff are in the same building they can use the one the CRP purchases.

The thermometer needs to be in a specific area in a container so that all staff know where it is at all times. Staff need to take their OWN temperature using the thermometer to complete their daily health check.

Thermometers must not be used between individuals without disinfecting between each use, including infra-red thermometer. In the case of ear thermometers, in addition to disinfecting between each use, single-use protective covers must be used and replaced.

No PPE is required as each staff will take their own temperature, disinfect it and then place it back into the container for the next staff to pick up and use. **The thermometers are for staff use only, not for participants.**

Section 4 – Management of Illness

Participant/Staff Illness Occurring During Activity or at Sign-In/Health Check

Any confirmed cases of COVID-19 in a facility user must be reported to Toronto Public Health.

Facility users/staff that show any symptoms or answer yes to any screening questions must not be allowed to enter the facility.

Staff who are experiencing symptoms consistent with COVID-19, but have had no exposure to a confirmed case of COVID-19, and receive a negative test result, may return to work 24 hours after their symptoms have resolved.

If a participant answers YES to any of the screening questions, they will be turned away and referred to a COVID-19 assessment centre for testing. They are asked not to return until they have received a negative COVID-19 test, and are symptom free for 24 hours and not be required to self-isolate for other reasons.

Any facility users or staff who receive a confirmed diagnosis of COVID-19 or have been exposed to a confirmed case of COVID-19 without the use of PPE, will be excluded from the program for 14 days and be symptom free for 24 hours, prior to returning to program.

If a Participant/Staff becomes Ill during an Activity or Program

1. Any individuals (staff or facility users) showing symptoms of illness must be sent home immediately
2. Those who cannot leave immediately, should be sent to an isolation space where they will be supervised by staff
3. If individual with illness is a participant or facility user, staff will record details on a [Minor Injury/Incident Form](#) documenting all symptoms
4. In the event of serious illness (e.g. individual is disoriented or slips into unconsciousness), call 911 and follow appropriate emergency procedures. Refer to the [Emergency Response Plan Policy](#) and Binder, and follow the appropriate reporting procedures
5. In the event of a staff illness, staff will contact their immediate Recreation Programmer or Supervisor as soon as a staff have displayed any symptoms of the virus. The Health & Safety Reporting Procedures listed in the next section will be followed
6. Any facility users/participant or staff who are experiencing symptoms consistent with COVID-19, but have had no exposure to a confirmed case of COVID-19, and receive a negative test result, may return to work 24 hours after their symptoms have resolved.
7. Any facility users or staff who receive a confirmed diagnosis of COVID-19 or have been exposed to a confirmed case of COVID-19 for longer than 15 minutes or without the use of PPE, will be excluded from the program/work for 14 days and be symptom free for 24 hours after the 14 days, prior to returning to program/work.
8. Any staff who receives a confirmed diagnosis of COVID-19 must notify their Supervisor immediately. Supervisor will notify Manager, Quality Assurance and Director's Office Policy and Project Advisor (PPA)
9. Environmental cleaning/disinfection of the facility user's/participant's or staff's activity space, including washrooms and change rooms and equipment must be conducted once the individual has left. Items that cannot be cleaned and disinfected, should be removed

and stored in a sealed container for a minimum of 7 days. Toronto Public Health will notify the City of Toronto if a program or facility is required to be closed.

Health and Safety Reporting Procedures for Staff who Become Ill at Work or Call in Sick:

1. Recreation Programmer and/or Supervisor will need to establish whether the illness is related to a workplace exposure. Based on the answers provided by the staff to the questions below, the Recreation Programmer with the assistance of their Supervisor should determine if the exposure to COVID-19 is presumed to be work related
2. To confirm if an illness is due to a COVID-19 work related exposure, the Recreation Programmer should ask the staff the following questions:
 - a. Has a *contact source* to COVID-19 in the workplace been identified?
 - i. If yes, is it *known* or *suspected*?
 - ii. If yes, has an outbreak been declared by Toronto Public Health?
 - iii. If the answer is no, then why does the worker believe its work related?
 - b. Does the nature and location of employment activities place the worker at risk for exposure to infected person(s) or infectious substance(s)?
 - c. What is the date(s) of the known or suspected exposure?
 - d. When did the worker first experience an onset of illness/symptoms?
 - e. Is the worker's onset of illness/symptoms clinically compatible with COVID-19 that has been established to exist in the workplace?
 - f. Has a medical diagnosis been confirmed?
 - i. If not, is a medical diagnosis pending?

If the exposure **IS** presumed to be work related, the Supervisor will ensure the following steps take place:

3. All [Supervisor's Report of Injury/Incident Forms](#) are reported in the [Health and Safety Quatro Safety System](#) referring to **COVID-19 Work Related Exposures – Decision Making Tree for Community Recreation in the Appendix**, for instructions in completing Supervisors Report of Injury/Incident Forms and to ensure that each scenario is coded appropriately.
4. If the staff and Recreation Programmer/Supervisor are unsure about whether the exposure took place in the workplace, contact Maureen Easby: Maureen.Easby@toronto.ca or Art Ng: Art.Ng@toronto.ca for guidance

See below Appendix 2 for flow chart on how to pay staff along with link to the [Sick Leave Policy](#)

Program Illness Outbreak, Tracking, and Notification Procedure

All confirmed cases of COVID-19 must be reported to Toronto Public Health. TPH will require names, sign in sheets, daily health checks and other documentation. All documentation must be kept and locked in a secure location on a daily basis or electronically saved on securely G drive.

- Toronto Public Health will use this list to notify and provide instructions for close contacts to self-isolate or self-monitor for [COVID-19 symptoms](#).
- If staff become aware of a laboratory confirmed diagnosis of COVID-19 among participants, staff will immediately notify Supervisor. Supervisor will notify Manager, Quality Assurance and Director's Office Policy and Project Advisor (PPA)
- Toronto Public Health will be responsible for declaring an outbreak and provide further direction.

If TPH receives a positive test from a staff or facility user, they will call senior management at the City of Toronto, Parks Forestry and Recreation Division, however this may take time. This is why it is necessary for facility users to communicate directly with location staff.

In the event you have a staff or participant test positive for COVID-19, within a few hours TPH will require the [COVID Workplace Line List](#) excel sheet filled out in the following manner:

- Password is "**workplace**"
- **One sheet needs to be filled out for each work location** that the staff/participant has attended
- If the staff had access to other staff outside of work hours that should also be reported on a separate sheet
- This would be accompanied with the [Program Sign-In Sheet for Contact Tracing](#)

Isolation Rooms

Each centre needs one isolation room/space that can accommodate staff or facility users who become ill and are **unable to leave the facility immediately**. If it is a space and not a room, the space needs to be 2 meters away from all individuals (staff or participants).

Staff should never leave a participant alone. A staff needs to be available to stand outside the room to supervise the facility users.

If staff need to go into the room and cannot maintain physical distance, a gown, surgical mask, gloves and eye protection (goggles) must be worn. The PPE Task Force have advised that the goggles provided for isolation rooms are reusable; they should be disinfected rather than discarded after use. See Section 6 – Personal Protective Equipment for Occupational Health and Safety instructions for disinfecting goggles.

If staff enter the isolation room, they must immediately wash their hands using the [Hand Hygiene Procedures](#) and upon exiting the room/space.

The isolation room needs to be cleaned and disinfected immediately after being used.

Section 5 - Health Controls

Masks/Face Coverings

All staff are required to wear a mask or face covering when indoors and outdoors when physical distancing cannot be maintained. See section 2 for facility users and participant information.

Safety Education and Rule Enforcement

It is important to remember that not all facility users will be initially accepting of the new protocols put in place. The following measures are recommended to assist staff in educating the public on the new protocols

- Staff should inform and educate facility users, parents and caregivers on the measures put in place to avoid crowds gathering and to encourage physical distancing
- Staff should inform and educate facility users, parents and caregivers about not sharing personal equipment such as water bottles, towels, equipment, etc.
- Wherever possible, staff should maintain physical distancing while providing rule enforcement, accident prevention and information to other team members. If physical distancing is not possible, staff must wear a mask

Respiratory Etiquette

To prevent the spread of respiratory infections, proper respiratory etiquette needs to be taught to facility users and regularly practiced by staff and facility users.

Respiratory etiquette includes:

- Covering your nose and mouth during coughing and sneezing with a tissue or sneezing or coughing into your sleeve or elbow
- Disposing of used tissues into the garbage immediately after use
- Practicing proper hand hygiene immediately after coughing or sneezing

Signage should be posted as a reminder to facility users

Handwashing and Hand Hygiene

Sinks are the preferred method of handwashing, where possible. Staff will complete a check of available washrooms as part of their set up prior to commencement of activity. If there are any cleanliness or hygiene issues, or if there is no soap in dispenser, staff are to contact Health and Safety Lead or designate for follow up. Where hand sinks are not possible, the use of hand sanitizer of at least 60% alcohol and approved by Health Canada is required.

Staff are asked to wash their hands/sanitize:

- Before and after shifts and breaks
- Before and after leaving one activity space and moving to another
- Prior to entering and exiting any indoor areas
- Following washroom breaks
- Following any physical interactions with another staff member or member of the public
- Following the use of any shared equipment
- Following the cleaning of equipment
- After completing administrative tasks that required touching forms, pens, etc.
- Eliminate sharing of pens where possible or sanitize before/after use

- Before and after eating
- Before and after blowing one's nose, coughing or sneezing

Physical Distancing Requirements

- Staff and facility users must make every effort to maintain at least 2 meters away from other facility users and other staff, when physical distancing of 2 meters cannot be maintained a non-medical mask must be worn by staff
- Staff will have a laminated copy of a physical distancing and COVID-19 symptom sign on the staff's clipboard to show caregivers and facility users upon entry
- Physical markers will be placed to show facility users appropriate 2 meter spacing distance, especially during health screening and sign in
- The total number of people permitted in classes or organized activities at any one time is limited to the number of people that can maintain physical distancing of at least two metres, and cannot exceed the indoor gathering limit of 50 people or the outdoor limit of 100 in stage 3
- Occupancy signage will be posted

Customer Service & Processing Payments

Floats/Beginning of the Shift

- Cash reconciliation procedures still apply
- When counting the float at the beginning and end of shift, staff must wash or sanitize their hands before and after

On-Site Registration and Transactions

- Registration, membership sales and in-person payments can resume at locations identified as open to the public
 - Locations identified for CampTO only are generally restricted to processing CampTO registrations and in-person deferred payments at this time
- All transactions must be processed in the CLASS system (Program Registration/Point-of-Sale)
- Registration and in-person payments cannot be processed at locations that are not equipped with CLASS
- Clients entering a facility need to undergo a health screening
- While in the facility, clients must maintain a physical distance of 2 meters at all times
- Any person entering the facility must wear a face covering/mask
- Credit and debit are preferred methods of payment
- Receipts must be given to ALL clients, for any in-person transaction involving payment whether by credit card, debit card, cheque or cash
- For payments made by cash or cheque, CLASS will print one itemized receipt which lists goods and/or services purchased. This receipt must be provided to the client.
- If Class receipts cannot be issued, a manual receipt must be produced.

Cash Handling

When exchanging paper and coin money, Health and Safety recommends the following (see Cash/Cheque Payment Process below for specific procedures):

- Ask customers to place cash in an envelope and on the counter rather than directly into your hand
- Place money directly on the counter when providing change back to customers
- Wipe counter between each customer
- Do not touch your face afterward
- Perform hand hygiene regularly

Cash/Cheque Payment Process

Where a client is only able to pay by cash or cheque, follow the procedure below:

- Ensure your hands are clean by following hand washing protocol or using hand sanitizer
- Provide a plastic baggie or envelope to the client
- Watch the client count out cash or view the cheque and have the client place it in the baggie/envelope
- Have the client leave the baggie/envelope on the table/counter
- Once the client has moved away from the area (to maintain physical distance), staff may pick up the baggie/envelope and secure in safe location
- Staff should record the value of the contents on paper envelopes so they don't need to be re-opened until a bank deposit is required. Cash placed in clear baggies can be counted through the bag, although the value should be written on the baggie with a Sharpie or similar if at all possible.
- Enter the payment in CLASS/POS system and provide the client with a receipt
- If the transaction requires change to be given, place change directly on the counter or in a separate baggie/envelope for the client
- Wipe counter between each customer with an appropriate cleaner
- Following each client payment interaction, staff should follow hand washing protocol or use hand sanitizer

End of Shift Reconciliation

- Cash and cheque transactions should be verified by staff when accepting payment then baggies/envelopes are to be sealed and secured so they don't need to be opened again
- If cash is stored in a baggie, staff can count the money for cash reconciliation without opening the bag.
- Envelopes should only be opened if the value on the envelope does not match the Daily Cash Balance Report

Bank Deposits

Cash and cheques must be reconciled for bank deposits. Follow these steps when counting and reconciling cash:

- Clean your hands following proper hand washing protocol or using hand sanitizer
- Open cash and cheque payment envelopes to reconcile and prepare bank deposit
- Prepare and secure bank deposit
- Wipe counter/area where you prepared the deposit with an appropriate cleaner

Pin Pad Cleaning

Pin Pad sanitation is critical to protect your staff and participants.

While you ensure that your terminal is clean, we strongly encourage you to suggest contactless transactions as this payment process minimizes actual contact with the device.

See [Moneris' guidance on cleaning and disinfecting](#) to help you to sanitize your payment terminal correctly.

Wireless pin pads may need a software update. Fully charge the wireless pin pad, then push *97.



Pin Pad Tip
Sheet.pptx

Customer Service Desk and Payment Areas:

- Customer Service Desks and Payment Areas need to be cleaned with the appropriate cleaning agent on site that has been deemed appropriate by the Stores or Emergency Operation Centre (EOC) at the beginning and end of each shift, and as necessary between clients
- Staff must wipe/spray down countertops, computer keyboards, phone, mouse, pin pad, photocopier, main key pad and any other shared equipment with disinfected or cleaning agent at the beginning and end of their shift and if/when they feel the workstation has been compromised
- Ensure that all high touch surfaces (e.g. keyboard, mouse, pin pad, photocopier, etc.) are being disinfected at least 2 times per day or if staff feel it has been compromised. If needed, identify roles and responsibilities between recreation and facilities staff to ensure all surfaces are being disinfected
- Ensure manufacturer's instructions are followed when COVID-19 disinfectants are used (e.g. when using a disinfectant spray on a hard surface, allow it to remain wet for the period of time as directed before wiping the surface dry)
- Do not share supplies between staff or with patrons (e.g. pens, staplers, phones, etc.) If supplies are shared, disinfect right after use and wash your hands or use hand sanitizer

Online Reservation System for Aquatics and Fitness

Clients will be able to reserve drop-in time slots for indoor pools and fitness centres, to help ease lineups and wait times. Clients may reserve online through eFun or by calling Client Services.

Reservation will go live to the public on the key dates, below:

- Wed. Aug. 5th – Aquatics full launch (City-owned and operated indoor pools)
- Mon. Aug. 17th – Fitness launch (drop in workouts)

One week in advance, clients will be able to reserve a 30-minute lane swim time and fitness members will be able to reserve a one-hour workout per day. Non-members will be able to reserve the space, and will need to pay on-site.

Front line staff are inputting initial programs with associated times, barcodes and capacities as per our normal practice, with the CLASS team supporting centralized program rollover. The web will be updated including links and "how to" information for the public. Client Services will provide Client and Family numbers for those requiring one, and coach clients on the procedures. There will be no public announcement to the media or on social until Friday, August 7th, giving staff and lane swim users a few days to be introduced to the system in person.

Posters advertising the service to put up at your centres [reserve-lane-swim-rollout](#), and take-away "how-to" instruction one-pagers for clients have been developed. [Reserve Lane Swim Instruction Steps](#). Please print posters in colour where possible.

Administrative Forms

When completing forms (e.g. Incident Report Forms, Logbook, etc.), staff will not share pens or clipboards. If individual clipboards or pens are not available for each staff, these supplies must be disinfected before/after use.

Equipment and Supplies

- Toys and equipment are not to be shared or passed amongst facility users and need to be disinfected after each use. See Section 7 for Cleaning and Disinfection Procedures and Toy and Equipment Cleaning Procedure
- Indoor activities that may result in heavy breathing or perspiration are prohibited (this includes singing/fitness classes)

Personal Items

Each staff/facility user must have their own water bottle labelled with their name to prevent accidental sharing or contamination.

Personal items and clothing brought in by staff members should be kept to a minimum. Where staff must bring items in, they should be stored separately, with adequate space between where each staff member's items are stored.

Staff should change clothes before and after their shift. Staff should remove uniforms at the end of their shift and place these items in a bag until cleaned. Uniforms should be laundered on a regular basis using laundry soap and hot water.

Food and Lunches

- Food sharing is not permitted
- Staff must not congregate during lunch or break hours and must maintain physical distancing when in lunchrooms
- Tables and chairs must be removed and/or reconfigured to ensure physical distancing is maintained
- Pre-packaged food can be on hand for staff or facility users as long as they use hand sanitizer or wash hands before eating
- Where needed and it is possible to physically distance staff can eat their lunch in unused/unpopulated areas of the community centre such as lobbies.

Section 6 – Personal Protective Equipment

- Medical masks are required for staff entering an isolation room or performing first aid
- When using PPE staff must use the correct procedure for donning, doffing and disposing (see below)
- When wearing gloves, avoid touching the face, use proper procedure to take off and dispose, and practise proper hygiene
- Staff performing first aid require:
 - Medical mask
 - Gloves
 - Eye protection (Goggles)**
- If staff need to supervise a facility user in the isolation room and cannot maintain physical distance require:
 - A gown
 - Medical mask
 - Gloves
 - Eye protection (Goggles)**
- All staff require training on proper use of PPE

****Note:** Goggles may not fit over prescription glasses. If this is the case, those staff will be given a face shield. Staff are asked to inform Supervisor of the need and a face shield will be requested for the staff.

Goggles - Disinfection

The PPE Task Force have advised that the goggles provided for isolation rooms are reusable; they should be disinfected rather than discarded after use. Occupational Health and Safety has provided the following instructions for disinfecting.

Follow manufacturer instructions for cleaning and disinfection. If not available then:

1. Wash hands with soap and water (if not in the vicinity then hand sanitizer)
2. Carefully wipe the *inside*, followed by the *outside* of the face shield or goggles using a clean cloth saturated with neutral detergent solution or cleaner wipe
3. Carefully wipe the *outside* of the face shield or goggles using a wipe or clean cloth saturated with disinfectant solution. Please follow directions on contact time required as noted on the disinfectant label. If gloves are required for the disinfectant then ensure the procedure of donning and doffing is followed. Spray N' Go disinfectant presently used in CampTO does not require gloves. Although this product may change depending on supplies available through City Stores.
4. Wipe the outside of face shield or goggles with clean water to remove residue. This will help to prevent fogging.
5. Fully dry (air dry or use clean absorbent towels).
6. Wash hands again with soap and water.

Donning & Doffing PPE

Please watch the following video for instruction on how to properly don and doff PPE. Please note that N95 mask are not required at Recreation Centres as they are not a medical facility.

<https://www.youtube.com/watch?v=syh5UnC6G2k>

Instructions for donning and doffing of masks can be printed at:

<https://www.pantai.com.my/Coronavirus>

Removal of PPE

1. Remove gloves and roll inside-out
2. Perform hand hygiene
3. Remove mask from behind the head
4. Perform hand hygiene

Proper Disposal of PPE

Staff will dispose of PPE in the proper garbage bins

Section 7 – Cleaning and Disinfection Procedures

Community Recreation Program Staff, Facility and Equipment Cleaning Guidelines

These guidelines outline the roles and responsibilities of Recreation staff, outside of the regular job duties, to ensure a healthy and clean environment. In conjunction with the reopening of Recreation facilities, this guidance document must be considered in the cleaning of high touch traffic areas and office spaces. See: [Community Recreation Cleaning Guidelines](#)

To ensure consistency through our facilities, Facility Operations staff will complete a Staff Cleaning Log and Washroom Checklist: [Cleaning Checklist and Log Forms - Facility Operations](#) to assist in the cleaning and maintenance of each facility. During each shift, each log and checklist is to be verified that it has been cleaned and checked.

Cleaning and Disinfection

Part of the cleaning and disinfection guidelines is to understand the difference between the two in a cleaning environment. Staff will be required to disinfect equipment as per the [Toy and Equipment Cleaning Procedures](#) using provided/approved cleaning products.

G:\prk\Shared\Projects\CAMP COVID-19 Procedures

Cleaning refers to:

Cleaning physically removes dirt, soil or contaminants from toys, equipment or surfaces. Cleaning does not reduce the number of harmful microorganisms.

Disinfection refers to:

Disinfection reduces the number of harmful microorganisms on toys, equipment or surfaces to safe levels as defined by Toronto Public Health.

Proper hand hygiene must be followed after staff conduct cleaning or disinfecting.

Assign toys and equipment to facility users to avoid sharing of items during a program time. After the program or after every use, all toys and equipment must be thoroughly cleaned and disinfected.

Cleaning Standards for Fitness

Refer to [Community Recreation Cleaning Guidelines](#), which outlines staff responsibilities with respect to cleaning and disinfecting weight rooms, fitness centres, walking tracks and fitness equipment and all recreation programs.

Clients are expected to clean fitness machines and equipment before and after use and to be educated to do this. Extra spray bottles and paper towels will be placed around the room

Weight rooms, fitness centres and walking tracks should be closed down twice per day to do high touch point cleaning/disinfected (e.g. barbells, plates, stability balls, floors, free weights, etc.) by staff. Facility/CR Staff should ensure a deep cleaning of the facility takes place daily.

Matts and towels must be decommissioned and if clients want to use a matt, they must bring their own and take home afterwards.

Group fitness equipment is not to be shared and will be sanitized between uses.

Equipment that has become visibly dirty or that has come into contact with bodily fluid will be taken out of circulation. Participants must inform the front desk staff who will take that machine out of circulation, place a sign and ensure equipment is cleaned and disinfected immediately.

Section 8 – Procedures, Forms and Signage

Forms

[Cleaning Checklist and Log Forms - Facility Operations](#)

[COVID-19 Participant/Staff Illness Tracking Form](#)

[COVID Workplace Line List](#)

[Daily Staff Health Check Screening - Daily Version](#)

[Daily Staff Health Check Screening - Weekly Version](#)

[FINAL Memo - Managers Facility Booking Report Review 01-08-2020](#)

[How to Print a Permit with New COVID Terms](#)

[General Declaration for Permit Holders during COVID-19 Stage 3](#)

[Minor Injury/Incident Form](#)

[Program Sign-In Sheet for Contact Tracking](#)

[Script or hand out about mask and sign in enter facility](#)

[Staff Accident/Incident Forms](#)

Procedures

[Community Recreation Cleaning Guidelines](#)

[Donning Gloves \(Putting Gloves On\)](#)

[Doffing Gloves \(Taking Gloves Off\)](#)

[Emergency Response Plan Policy](#)

[Exclusion of Sick Participants & Staff Procedures](#)

[Hand Hygiene Procedures](#)

[Health Screening Procedures](#)

[Sick Leave Policy](#)

[Toy and Equipment Cleaning Procedures](#)

Signage

Site staff (CRPs and Facility Operations) will jointly place [corporate signage](#) at recreation centres, arenas, indoor and outdoor pools (where applicable). Site staff will ensure compliance to signage requirements and monitor appropriately.

When placing signage, CREM suggests the following:

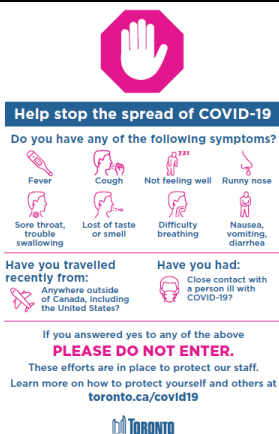

- Where possible, mount signage at a consistent height to support accessibility and legibility for all occupants

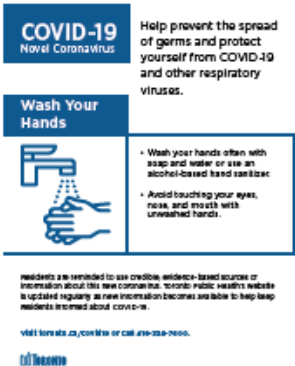

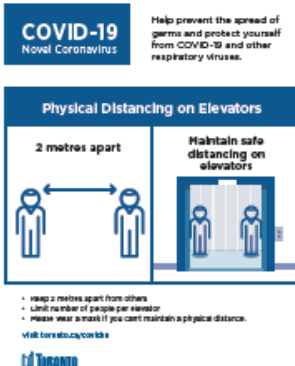

- Signs should be mounted between 48” and 60” above the floor





All signage must be approved and placed in strategic locations (i.e. entrances, key areas) following the [Signage and Bulletin Board Standards](#). When possible, signage should be placed in proper sign holders if not laminated. Please see [sample sign holders](#).



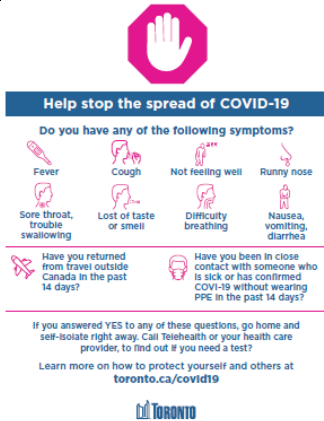
Please contact your supervisor if more signs or replacement is required. Majority of signs can be printed directly through the [corporate signage](#) webpage or in the [CR Governance shared drive folder](#). If an approved sign is not available for print on the corporate signage webpage, please contact Kashyap Gosai (Policy & Project Advisor) as a custom order maybe required.


Approved Signage (as of July 8th)

#	Signage	Description	Placement
1.		Help Stop the spread of COVID-19 (custom)	<ul style="list-style-type: none"> All entrance doors to recreation facility (including camp screening areas) Does not need to be duplicated if shared facility <i>Suggestion of 11x17 at recreation centres and indoor pools; 24x46 sandwich boards at outdoor pools</i>
2.		Do your part. Stay Apart (catalogue #55)	<ul style="list-style-type: none"> Lobby and foyers Program rooms/areas Offices Passive use areas Viewing galleries (pools, arenas) <i>Suggestion of 11x17 at recreation centres and indoor pools; 24x46 sandwich boards at outdoor pools</i>

#	Signage	Description	Placement
3.	 <p>COVID-19 Novel Coronavirus</p> <p>Help prevent the spread of germs and protect yourself from COVID-19 and other respiratory viruses.</p> <p>Wash Your Hands</p> <p>• Wash your hands often with soap and water or use an alcohol-based hand sanitizer.</p> <p>• Avoid touching your eyes, nose, and mouth with unwashed hands.</p> <p>residents are reminded to use credible, evidence-based sources of information about the new coronavirus. toronto public health's website is updated regularly as new information becomes available to help keep residents informed about COVID-19.</p> <p>visit toronto.ca/covid19 or call 416-392-4600.</p> <p>Toronto</p>	Wash your hands (catalogue #90)	<ul style="list-style-type: none"> Walls at every usable sink (including kitchens) 1 for individual sink and 2 or 3 for a bank of sinks <i>Suggestion of 8.5x11</i>
4.	 <p>PROTECT YOURSELF</p> <p>PLEASE WAIT HERE</p>	Please wait here (catalogue #1)	<ul style="list-style-type: none"> Entrance of building floors including outdoor pools 1-2 max at service counters and if required at screening areas <i>12 inch decal</i>
5.	 <p>COVID-19 Novel Coronavirus</p> <p>Help prevent the spread of germs and protect yourself from COVID-19 and other respiratory viruses.</p> <p>Physical Distancing on Elevators</p> <p>2 metres apart</p> <p>Maintain safe distancing on elevators</p> <p>• keep 2 metres apart from others</p> <p>• Limit number of people per elevator</p> <p>• please wear a mask if you can't maintain a physical distance.</p> <p>visit toronto.ca/covid19</p> <p>Toronto</p>	Keep distance in elevators (catalogue #36)	<ul style="list-style-type: none"> Outside and inside elevators (where applicable) <i>Suggestion of 8.5x11</i>
6.	 <p>NOT IN USE</p> <p>Toronto</p> <p>toronto.ca/COVID19</p>	Not in use (custom)	<ul style="list-style-type: none"> Furniture/ equipment fixed to surface <i>Suggestion of 8.5x11 or 11x17</i>

#	Signage	Description	Placement
7.	 <p>A rectangular sign with a blue border. At the top is a large pink hand icon. Below it, the text 'WASHROOM Occupancy Limit' is written in blue, followed by a large blue hash symbol '#'. At the bottom, in smaller blue text, it says 'Check occupancy Wait outside as needed'. The bottom left corner has the City of Toronto logo and the bottom right corner has the URL 'Visit toronto.ca/COVID19'.</p>	Fillable <u>Washroom</u> Occupancy Limit (catalogue #120)	<ul style="list-style-type: none"> • Outside washrooms (where applicable) • <i>Suggestion of 8.5x11</i>
8.	 <p>A rectangular sign with a blue border. At the top is a large pink hand icon. Below it, the text 'CHANGEROOM Occupancy Limit' is written in blue, followed by a large blue hash symbol '#'. At the bottom, in smaller blue text, it says 'Check occupancy Wait outside as needed'. The bottom left corner has the City of Toronto logo and the bottom right corner has the URL 'Visit toronto.ca/COVID19'.</p>	Fillable <u>Change room</u> Occupancy Limit (custom)	<ul style="list-style-type: none"> • Outside change rooms (where applicable) • <i>Suggestion of 8.5x11</i>
9.	 <p>A rectangular sign with a blue border. At the top is a large pink hand icon. Below it, the text 'ELEVATOR Occupancy Limit' is written in blue, followed by a large blue hash symbol '#'. At the bottom, in smaller blue text, it says 'Check occupancy Wait outside as needed'. The bottom left corner has the City of Toronto logo and the bottom right corner has the URL 'Visit toronto.ca/COVID19'.</p>	Fillable <u>Elevator</u> Occupancy Limit (custom)	<ul style="list-style-type: none"> • Outside elevators (where applicable) • <i>Suggestion of 8.5x11</i>
10.	 <p>A rectangular sign with a blue border. At the top is a pink and blue life preserver icon. Below it, the text 'SWIMMING POOL Occupancy Limit' is written in blue, followed by a large blue hash symbol '#'. At the bottom, in smaller blue text, it says 'Check occupancy Wait outside as needed'. The bottom left corner has the City of Toronto logo and the bottom right corner has the URL 'Visit toronto.ca/COVID19'.</p>	Fillable <u>Swimming Pool Capacity</u> Limit (custom)	<ul style="list-style-type: none"> • Outside pool entrances (i.e. fence) (where applicable) • <i>Suggestion of 8.5x11</i>

#	Signage	Description	Placement
11.		Mask or Face Covering	<ul style="list-style-type: none"> Main entrance check-in table for contact tracing <i>Suggestion of 8.5x11</i>
12.		Contact Tracing (custom)	<ul style="list-style-type: none"> Main entrance check-in signage table for contact tracing Staff to include in clip boards <i>Suggestion of 8.5x11</i>
13.		Help Stop the Spread of COVID-19	<ul style="list-style-type: none"> One sign at every screening desk <i>Suggestion of 8.5x11</i>

#	Signage	Description	Placement
14.		Help Stop the Spread of COVID-19	<ul style="list-style-type: none"> • One sign at every screening desk • <i>Suggestion of 8.5x11</i> • <i>Interchangeable with #13</i>
15.	Welcome to CampTO	Custom	<ul style="list-style-type: none"> • Placeholder
16.	Community Centre Specific banner	Custom Pull up banner	<ul style="list-style-type: none"> • Placeholder
17.	Outdoor Pool Schedule	Fillable	<ul style="list-style-type: none"> • Placeholder
18.	Community Centre Schedule	Fillable	<ul style="list-style-type: none"> • Placeholder
19.	Room Occupancy	Fillable	<ul style="list-style-type: none"> • Placeholder

Appendix 1

Facility Operations Layout Instructions

Reopening For Staff And Public

July 8th, 2020

Purpose of Document

To assist staff to prepare community centre spaces for reopening. Information includes the layout of common spaces, signage, and physical distancing solutions.

Please refer to the following guidelines that complement this document:

- ✓ Recreation Program Staff Cleaning Guideline specific to cleaning and hygiene practices
- ✓ Community Recreation Operational Guideline provides a comprehensive outline of all procedures to be distributed once approved by Toronto Public Health
- ✓ All signage must be approved and placed in strategic locations (i.e. entrances, key areas) and follow the [Signage and Bulletin Board Standards](#)

This document is evolving and as planning continues at the federal, provincial and local levels, information will be updated and added, as required.

Roles and Responsibilities

Site staff (Community Recreation Programmer (CRP) and Facility Operations) will jointly ensure that the community recreation centre flow is in compliance with the document along with Supervisors overseeing process for accuracy.

Section 1 - Common Areas and Spacing

The following outlines measures to be taken for common use areas. Note, not all common areas are monitored by staff, therefore signage will be placed to communicate requirements.

1. Entries and Exits

- Where possible and while maintaining compliance with code requirements, the number of entries and exits should be reduced to provide greater control over traffic flow (for camps there will be one entrance at check in)
- Hand sanitizer placed at entrance of building
- *Signage: Help Stop the spread of COVID-19 to be placed at all entrances*

2. Traffic Flow / Line Management

- Where possible, visitors / participants should be guided to their destination to encourage proper physical distancing practices
- Consultation required with Recreation, Aquatics and Facilities staff to determine the best way to manage flow of traffic based on facility layout

3. Self-assessment Contact Tracing / Desk set up

- All visitors / participants are required to sign in for contact tracing at entrance of building (recreation centres, indoor and outdoor pools), wear a mask (indoor) and check COVID-19 symptoms signage
- Sign in tables managed by site staff (Customer Service Representative and/or Facility in-charge) and are located inside facility with the exception of CampTO sign in tables located outside



- Note, standalone outdoor pools will continue to proceed with contact tracing
- *Signage: Mask or face covering and Contact tracing signage to be placed at all entrances*

4. Lobby and Foyers

- Tables, chairs, benches, sofas and lounge type seating need to be assessed, reconfigured or relocated to allow for a minimum distance of 2 meters for physical distancing
- Reduce the number of seating spaces available and ensure sufficient spacing between furniture
- Table tennis, pool tables, hockey and foosball tables are to be decommissioned or removed
- Cards, games, reading materials and other equipment that maybe shared between visitors / participants are to be removed
- Items that are relocated within the building or to an offsite location (i.e. arenas) will be inventoried for tracking purposes
- Items fixed to surface or difficult to move to be marked off with signage (i.e. Not in use decal)
- *Signage: Do your part, stay apart signage to be placed at lobby, foyers and passive use areas*

5. Customer Service Counters

- Ensure a minimum of 2 meters for physical distancing between staff and visitor / participant
- Refer to examples below depending on the type of customer service counter at facility
- *Signage: Please wait here decal at the entrance of building floors including outdoor pools (1-2 maximum at service counters)*

A) Fixed Customer Service Counter	B) If Customer Service Counter does not exist
<p>Plexiglass 24x30 moveable screen to be installed with opening at the bottom for pin pad use</p> 	<p>Site staff to create counter allowing for physical distancing requirements</p> 

6. Elevators and Stairwells

- Ensure a minimum of 2 meters for physical distancing between occupants in elevator cabs
- Occupancy limits for elevators will be 1 person to 2 person maximum
- *Signage: Elevator physical distancing and elevator occupancy limits to be placed inside and outside of elevator (where applicable)*

7. Community Program Space, Media/Computer Labs, Senior Centres, Meeting and Board Rooms (city programming, permits, social events etc)

- CRPs will determine room capacity and room layout depending on program where physical distancing is ensured for any gathering

- *Signage: Do your part, stay apart signage to be posted at any program / permitted space*

8. Kitchens / Office space

- Staff using kitchens or offices need to adhere to physical distance requirements and must wear a mask if occupancy is more than 1 person (i.e. kitchen being used for a lunch room)
- *Signage: Hand washing to be placed at every usable sink*

9. Washrooms / Change Rooms / Locker rooms

- All Washrooms stalls can remain in use (assuming they all have walls and doors)
- Sinks and showers: visually block off sinks that are within 6 feet of each other (see photo A)
- Urinals: visually block off urinals that are within 6 feet of each other not separated by a wall (see photo B)
- Ensure garbage bags are wrapped tightly and neatly
- *Signage: Hand washing to be placed at every usable sink (1 for individual sink, 2 or 3 for a bank of sinks) and washroom and change room occupancy limits to be placed outside of room*

A) Sinks



B) Urinals



10. Pool specific areas

- No paint on pool decks (i.e. for physical distance marking), staff are to inform participants / visitors of physical distancing requirements
- Paint can be used outside of the pool area (i.e. grass, walkway) to allow for physical distancing / line ups
- Paint must be washable / eco-friendly (see photo A - Rust-Oleum Professional Red-Orange Marking Paint)
- Caution tape and/or duct tape not recommended, only use when absolutely necessary

A) Approved Paint



11. Arena Specific Areas

- Benches are available for use during the permitted activity. Participants are asked to physically distance as much as possible when on the bench.
- The penalty box will be available for use during the permitted activity. Any support staff in the penalty box must wear a mask and maintain physical distance as much as possible.

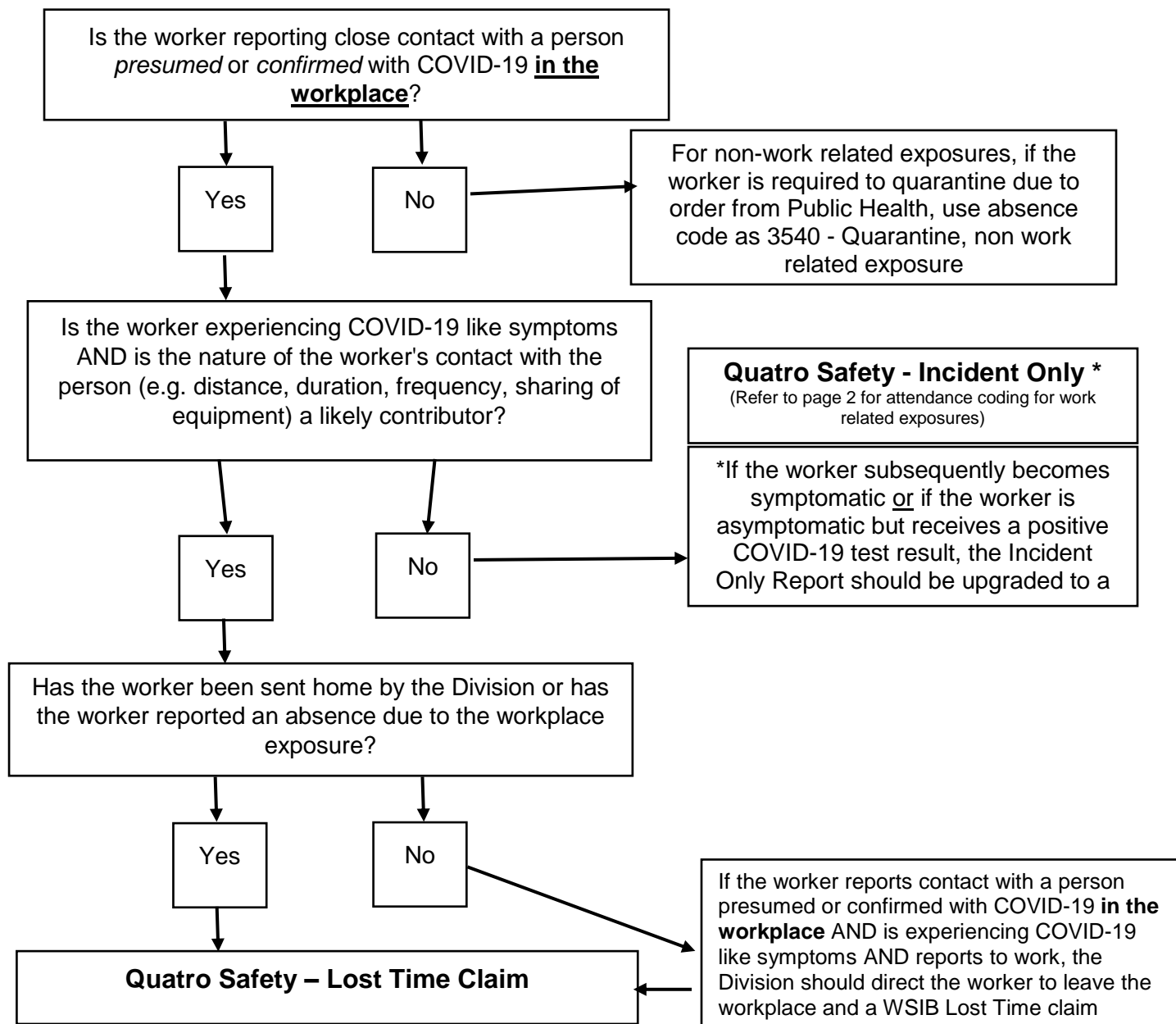
12. Viewing Galleries (Pools and Arenas)

- The total number of spectators permitted to be at the facility at any one time must be limited to the number that can maintain a physical distance of at least two metres from every other person in the facility, and in any event cannot exceed 50 spectators, if the spectators will be indoors.

Appendix 2

COVID-19 Work Related Exposures Decision Making Tree for Community Recreation

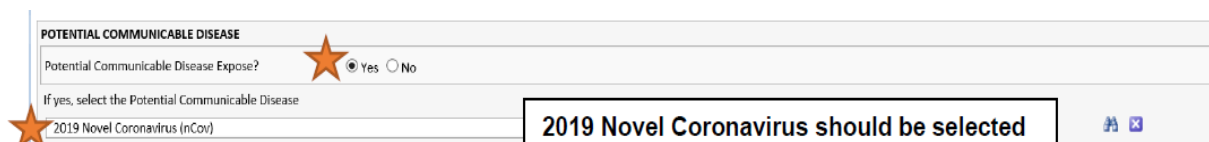
Updated tree may be posted July 1, 2020. Updated document will be posted on G drive



OVERVIEW

	Presumed or Confirmed Workplace Exposure?	Is the Worker Symptomatic?	Has the Worker Received a Positive COVID-19 Diagnosis?	Is the Exposure Reportable to the WSIB and MLTSD?
Scenario 1	Yes	No	No	No
Scenario 2	Yes	Yes	Yes	Yes
Scenario 3	Yes	No	Yes	Yes
Scenario 4	Yes	Yes	No	Yes

QS CODING – COVID 19 WORK RELATED EXPOSURES



WSIB Claim Details -

COVID 19 WORK RELATED EXPOSURES - Questions to ask the worker or provide

- Has a *contact source* to COVID-19 in the workplace been identified?
 - o If yes, is it *known* or *suspected*?
 - o If yes, has an outbreak been declared by Toronto Public Health?
 - o If the answer is no, then why does the worker believe its work related?
- Does the nature and location of employment activities place the worker at risk for exposure to infected person(s) or infectious substance(s)?
- What is the date(s) of the known or suspected exposure?
- When did the worker first experience an onset of illness/symptoms?
- Is the worker's onset of illness/symptoms clinically compatible with COVID-19 that has been established to exist in the workplace?
- Has a medical diagnosis been confirmed?
 - o If not, is a medical diagnosis pending?

ATTENDANCE CODING - COVID 19 WORK RELATED EXPOSURES –

A worker that has experienced a *work related exposure* AND is *symptomatic* AND is *off work* = WSIB Lost Time Claim

The worker is asymptomatic but receives a positive COVID-19 test result = WSIB Lost Time Claim

Attendance Coding for Full Time Workers

- *No change in practice*
- Regular WSIB attendance coding protocols apply

Attendance Coding for Part Time Workers

- *Change in practice for COVID-19 exposures only*
- Do not use code 4015 (accident no credit)

- Use code 3560 (quarantine, work related) until either the worker is symptom free and returns to work or until the WSIB renders a decision
- When a WSIB decision is rendered, coding to be changed as deemed appropriate

Appendix 3:

Booking Fees as of January 2020

NO TENTATIVE AGREEMENTS ARE ALLOWED

Staff responsible for facility bookings and program registration are responsible for the collection of, and appropriate allocation of, user fees, in accordance with Council approved policy. **Most fees for facility bookings are due immediately**, such as indoor/outdoor ice, rooms/gyms in community centres, indoor/outdoor pools, social gatherings and weddings.

The following are the only approved payment schedules:

- **7 days after firm up** - This payment schedule is used for one-time bookings where a quote or contract is required by an organization to make a payment. This includes bookings such as rooms/gyms in community centres, indoor/outdoor pools and social gatherings. This payment schedule cannot be used for individual clients.
- **30 days prior to first booking** - This payment schedule is for sports fields, garden allotments and seasonal bookings for indoor/outdoor pools, rooms/gyms in community centres, indoor/outdoor dry pads, indoor/outdoor ice rinks, stadiums and turf that are less than 16 weeks in duration and less than a total value of \$5,000.
- **14 days prior to first booking** – This payment schedule is used only for booking of special event permits (see definition above).
- **Last day of previous month** – This payment schedule is used for seasonal bookings for indoor/outdoor pools, rooms/gyms in community centres, indoor/outdoor dry pads, indoor/outdoor ice rinks, stadiums and turf that are booked for a minimum of 16 weeks and have a greater than or equal to a total value of \$5,000.
- **Approved charged billing group** – This payment schedule is used exclusively for the Toronto District School Board by Client Services and allows payment for use at the end of the month or season for use during the month. This payment schedule must be pre-approved by a Manager.

Appendix 4: Staff Resources

COVID-19 Information and Resources for Employees

COVID-19 Information and Resources for Employees ELI staff page toronto.csod.com and InsideTO page <http://insidetoronto.toronto.ca/coronavirus/index.htm>

City of Toronto COVID-19 Information and Resources toronto.ca/covid19

Employee Assistance Program (EAP)

City of Toronto EAP (Employee Assistance Program) offers confidential, short-term counselling, information and referral services at no cost to City of Toronto employees and their eligible family members.

Call the Employee Assistance Program (EAP) at 416-392-6633 or learn more at https://toronto.csod.com/clientimg/toronto/KB/EAP%20brochure_637200439694344667.pdf

Return to Work Employee Guide and First Day Back Tip Sheet

Several new resources are available to support staff who are returning to their workplaces. A [Return to Work Employee Guide](#) and [First Day Back Tip Sheet](#) are available on the COVID-19 intranet and ELI pages providing tips, preventative measures and information on new protocols in our workplaces. As well, a new [resource page](#) is available on ELI that includes tips, guides and learnings on staying healthy and working remotely. Additional resources will be added in the weeks and months to come, so check back regularly.

PHCD Process for Fall 2020

- Principles of Healthy Child Development (PHCD) is being reinstated as a Condition of Employment for applicants to work for Parks, Forestry and Recreation.
- Due to COVID-19, PRO-HIGH FIVE[®] will continue to offer the Principles of Healthy Child Development (PHCD) course online until at least the end of the year.
- Effective immediately all applicants that are being hired for Fall 2020 are required to have a PHCD (or equivalent, PHCD-C) as a Condition of Employment.
- Applicants will be given the opportunity to take PHCD-C online at no cost to the applicant, PHCD-C is available online, using a computer or laptop with internet/ Wi-Fi capabilities.
- Applicants are not paid, as PHCD is a Condition of Employment (they will take the course prior to being hired while they wait for their VSS-Police Reference Check to be returned).
- Applicants will receive communication from the City of Toronto's QA Unit, with information, as well as a 'Welcome Email' with registration information and details from (PRO) HIGH FIVE[®].

For more information reference:

Email: [UPDATE- PHCD FALL 2020 PROCESS](#)

[PHCD Process Fall 2020 updated](#)

[Fall 2020 Applicant Letter PHCD](#)

[PHCD Frequently Asked Questions Fall2020](#)