

Dear Restaurant Operator,

As the City continues with the safe reopening and work to restart our economy following the challenges that resulted from the COVID 19 pandemic, especially for the restaurant and hospitality sector, our Economic Development and Culture division would like to thank our business community for your continued diligence in adhering to public health measures to keep our city safe during these extremely difficult times. We anticipated that there would be more COVID-19 activity with reopening our community, based on the experiences of other jurisdictions, and the transmissibility of the Delta variant. Our Toronto Public Health colleagues have recently sent us the following message that we are providing for your information and awareness to help keep our city safe as we continue living with this virus.

COVID-19 continues to circulate in Toronto, most commonly as the Delta variant which is more transmissible, has been associated with more severe illness, and requires two doses of vaccine for the best protection. As local restaurants, bars and other food establishments continue resuming operations through the COVID-19 pandemic, Toronto Public Health is taking this opportunity to remind businesses that given our recent increasing cases, businesses are required to continue following applicable requirements in Step 3 of the Reopening Ontario Act to reduce opportunities for virus spread.

In reviewing inspection data, at this time the majority of food establishments in Toronto that have been inspected to date, have been, and continue to be in compliance with COVID-19 requirements listed in regulations under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act](#). As Toronto remains in Step 3 of the provincial reopening framework, requirements for food establishments are listed in [Ontario Regulation 364/20: Rules for Areas at Step 3](#) ("the Regulation"), as well as other legislation, such as [City of Toronto Mask Bylaw 541-2020](#).

Although the majority of food establishments in Toronto continue to implement COVID-19 requirements, Toronto Public Health has observed that the most common compliance issues at food establishments include:

- Active screening of employees as well as patrons who dine-in the indoor and/or outdoor dining areas is not implemented or adequate.

- Personal protective equipment (PPE) that covers the person's eyes, nose and mouth is not worn by employees when indoors, as required.
- Safety plans are not available or address all required elements listed in the provincial [Regulation](#).
- Capacity signage, indicating capacity limits, is not available or posted in conspicuous locations.
- Customer information is not collected or not collected adequately.
- Mask or face covering policy is not available or does not address the elements required under the Mask Bylaw 541-2020.

In order to protect the health of employees, patrons, our community and prevent the spread of COVID-19, Toronto Public Health encourages food establishment owners and operators to comply with all of the applicable requirements listed in Schedule 1 and Schedule 2 of the [Regulation](#) as well as other applicable legislation. For example, among other requirements, food establishments must:

- Ensure that employees wear appropriate PPE that protects a person's eyes, nose and mouth, if the employee provides service, in an indoor area, to patrons, and is within two (2) metres of patrons who are not wearing a mask or facing covering. For example, servers providing service to tables while customers are eating and/or drinking must wear appropriate PPE.
- Actively screen employees prior to the start of their shift and before entering the establishment. More information [available here](#).
- Actively screen any dine-in patrons before they enter the establishment to dine at any indoor or outdoor dining area. More information [available here](#).
- Develop a safety plan that addresses all elements listed in the [Regulation](#), and post the safety plan in a conspicuous location in the establishment.
- Collect the name and contact information for every patron that dines-in any area of the establishment, unless the food establishment allows customers to select and pay for their food at a counter prior to receiving the order.

For more information on COVID-19 requirements applicable to food establishments, owners and operators are encouraged to review [the Regulation](#) and [the City of Toronto Mask Bylaw 541-2020](#). Also, visit the City of Toronto's webpage for [COVID-19 Guidance: Food Premises](#).

Vaccination is a key public health measure to reduce community spread of COVID-19. As COVID-19 continues to circulate in Toronto, receiving two doses of the vaccine

provides residents with optimal protection against the virus, predominately the Delta variant. This is why Toronto residents are encouraged to get vaccinated as soon as possible for the best protection. Getting vaccinated will help protect residents from severe illness and outcomes, and protect those who are unable to be vaccinated, including individuals who are immunocompromised and children under the age of 12 who are not yet eligible to get vaccinated.

More information about COVID-19 vaccines and how to get vaccinated is available on the City of Toronto's COVID-19 vaccines webpage [Toronto.ca/COVID-19](https://toronto.ca/COVID-19).

We would like to remind our restaurant and hospitality clients, at this time, to not let their guards down. Your co-operation in helping keep down the virus and continue to grow your sales is essential to growing our economy. Please review our public health guidelines and make sure your business is in compliance. Keep up the good work.

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