

## Checklist for Community Programs and Services



Restrict – orange

### Please note:

**Effective November 16, 2020**, in accordance with regions in the Restrict (Intermediate Measures) – Orange Zone under [Ontario Regulation 364/20](#), this guidance document has been updated to include changes in the following areas:

- **Maximum 50 people per facility** in all combined recreational fitness spaces or programs and meeting or event spaces
- Required **screening of all members of the public entering the facility**
- Physical distance of at least **3 metres** for facilities containing weights or exercise machines and for patrons participating in fitness or exercise classes
- **Fitness or exercise classes** must be limited to the number that can maintain a physical distance of at least **3 metres** and **cannot exceed 10 people indoors or 25 people outdoors**
- Each indoor fitness or exercise class must take place in a separate room
- Any instruction given to a class, an organized program or an organized activity that is not a sport,
  - Must be delivered through a microphone if, without a microphone, the instructor would need to raise their voice beyond normal conversation level, and
  - Must not encourage loud talking, singing or shouting
- Any music played must be at a volume that does not exceed the level of normal conversation.
- Meeting or event spaces must be closed between 10pm and 5am.
- Record the **name and contact information** of every member of the public who attends a meeting or event and/or enters an indoor area of the facility
- Screening of patrons is required.
- Ensure a [safety plan is prepared](#) and made available upon request.
- Enhanced worker protection requiring eye protection (e.g. goggles or face shield) **and** a face covering be worn, if while providing services, another person who is not wearing a face covering comes within 2 metres

Please review this document and [Ontario Regulation 364/20](#) for full details.

This checklist is one of several resources intended to support community programs, non-profit and voluntary sector service organizations to reduce the spread of COVID-19 by implementing public health measures. This general guidance is appropriate for services and programs delivered to groups and individuals in non-clinical and non-residential settings. It is to be used in conjunction with other public health directives. Please review the Government of Ontario's [Reopening Framework](#), [COVID-19 Response Framework: Keeping Ontario Safe and Open](#) and other relevant [sector specific resources](#).

Visit [wdgpublichealth.ca](http://wdgpublichealth.ca) for ongoing updates and links to additional resources. Wellington-Dufferin-Guelph Public Health (WDGPH) is unable to review individual policies and protocols. These are not legal documents.

## Screening

Considerations	Details
<p>What is your screening process for staff/volunteers and clients?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Communicate with staff/volunteers and clients of your policies restricting people from the agency who screen positive on a COVID-19 screening tool (e.g., phone, email, social media)</li> <li><input type="checkbox"/> If you are responsible for the business or organization, you must ensure all workers/staff and essential visitors (e.g., delivery, maintenance) are <a href="#">screened for COVID-19</a> before they are permitted entry into the workplace. Screening should occur before or when a worker enters the workplace at the beginning of their day or shift.</li> <li><input type="checkbox"/> Direct staff/volunteers/clients/participants to complete a self-assessment for COVID-19 using the <a href="#">Ontario online self-assessment tool</a> or a similar <a href="#">COVID-19 screening tool</a>.</li> <li><input type="checkbox"/> Consider implementing active screening (e.g., asking screening questions of clients and staff before they are permitted to enter), especially for programs involving higher risk clients such as older adults.</li> <li><input type="checkbox"/> Place <a href="#">signs</a> near entrances informing attendees not to enter if they have symptoms, travelled outside Canada in the past 14 days, or been in close physical contact with a confirmed or probable case of COVID-19 in the last 14 days, without wearing appropriate medical grade personal protective equipment.</li> <li><input type="checkbox"/> Employees who tested positive for COVID-19 are able to return to work following the guidance from Public Health, as</li> </ul>

	<p>outlined in the <a href="#">WDGPH Guidance After COVID-19 Testing</a>.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Clearance tests are not required for return to work. Please refer to the <a href="#">WDGPH Testing &amp; Clearance Guidance for Workplaces (Non-Health Care Settings)</a>.</li> <li><input type="checkbox"/> For other illnesses, or if the individual received a negative COVID-19 test, they should not come to work until they are symptom-free for at least 24 hours</li> </ul>
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## Physical Distancing

Considerations	Details
<p>How will you ensure that people in your agency (staff, volunteers, clients, participants) maintain 2 metres (6 feet) of distance from each other whenever possible?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Determine the maximum number of people permitted in your agency at one time in order to maintain physical distancing requirements</li> <li><input type="checkbox"/> Limit the number of people allowed in your agency at one time, for example: <ul style="list-style-type: none"> <li><input type="checkbox"/> Have flexible work schedules and stagger lunch and break times</li> <li><input type="checkbox"/> Stagger appointment times and group program schedules</li> <li><input type="checkbox"/> Conduct virtual/phone appointments and meetings whenever possible</li> </ul> </li> <li><input type="checkbox"/> Manage how and where people can travel through your agency/centre by using indicators on the floor, signs, and blocking off areas</li> <li><input type="checkbox"/> Mark the floor at 2 metre intervals to indicate where people can stand while waiting at the front desk. If physical distance cannot be maintained, <a href="#">barriers such as plexiglass</a> may be used.</li> <li><input type="checkbox"/> Consider operating with client appointments whenever possible (limit drop-in services).</li> <li><input type="checkbox"/> Avoid use of waiting rooms whenever possible by having clients call when they arrive and wait outside.</li> <li><input type="checkbox"/> Discourage greetings that require physical contact (handshaking, hugging, etc.).</li> <li><input type="checkbox"/> Arrange workstations to be 2 metres apart.</li> <li><input type="checkbox"/> Use signs throughout the facility to remind people about <a href="#">physical distancing</a> guidelines.</li> </ul>

## Face Coverings

Considerations	Details
<p>How will you ensure face coverings are worn by staff/volunteers and clients when appropriate?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Determine if staff/volunteers and attendees are required to wear face coverings for your facility by reviewing the <a href="#">Section 22 Class Order</a> and <a href="#">Ontario Regulation 364/20: Rules for Areas in Stage 3</a>.</li> <li><input type="checkbox"/> Consider creating an organizational policy for wearing face coverings.               <ul style="list-style-type: none"> <li><input type="checkbox"/> Face coverings are not mandatory in community non-profit settings under the local <a href="#">Section 22 Class Order</a>, although wearing a face covering in all indoor areas of a business or organization, is required under <a href="#">O. Reg 364/20</a>.</li> </ul> </li> <li><input type="checkbox"/> For those clients who cannot wear a face covering, consider offering appointment times when there are fewer people in your agency.</li> <li><input type="checkbox"/> Ensure staff and attendees are aware of the face covering requirements before attending an event. Train staff on the proper way to <a href="#">wear and care for face coverings</a>.</li> <li><input type="checkbox"/> If staff come within 2 metres of another person who is not wearing a mask or face covering in an indoor area (and not separated by an impermeable barrier), eye protection and a face covering or mask are required.</li> <li><input type="checkbox"/> Review the <a href="#">Frequently Asked Questions</a> in regards to face coverings.</li> <li><input type="checkbox"/> <a href="#">Post signs</a> at entrances and inside your facility to remind patrons about wearing face coverings.</li> </ul>

## Hand Hygiene & Respiratory Etiquette

Considerations	Details
<p>How will you ensure that staff/volunteers and clients adhere to proper hand hygiene and respiratory etiquette?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure staff and clients are aware of <a href="#">proper handwashing</a> and <a href="#">respiratory etiquette</a> (e.g., sneezing or coughing into the crook of their elbow) and post signs throughout your facility.</li> <li><input type="checkbox"/> Have alcohol-based hand sanitizer (60-90% alcohol) available at all entrances and exits.</li> </ul>

	<ul style="list-style-type: none"> <li><input type="checkbox"/> Have hand sanitizing stations available throughout your agency.</li> <li><input type="checkbox"/> Limit sharing of objects and tools by staff/volunteers and clients (e.g., pens, paper, other office supplies).</li> <li><input type="checkbox"/> Remind staff/volunteers to wash/sanitize their hands properly and regularly after:             <ul style="list-style-type: none"> <li><input type="checkbox"/> Coughing, sneezing, or touching the face</li> <li><input type="checkbox"/> Cleaning and disinfecting surfaces</li> <li><input type="checkbox"/> Upon starting a shift, returning from a break</li> <li><input type="checkbox"/> Receiving deliveries</li> <li><input type="checkbox"/> Any other time which may cause hands to become contaminated</li> </ul> </li> </ul>
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## Cleaning & Disinfection

Considerations	Details
<p>How will you ensure that there is enhanced cleaning and disinfection of your agency?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Frequent <a href="#">cleaning and disinfection</a> of all areas of your agency should take place at least twice a day, especially on commonly touched areas/surfaces.             <ul style="list-style-type: none"> <li><input type="checkbox"/> Using <a href="#">disinfectants</a> approved by Health Canada.</li> <li><input type="checkbox"/> Follow <a href="#">guidance for public washrooms</a>.</li> <li><input type="checkbox"/> All seating areas/tables should be cleaned and disinfected between uses</li> <li><input type="checkbox"/> Counselling or group program rooms should be cleaned and disinfected between uses</li> <li><input type="checkbox"/> Clean and disinfect any shared items (toys, computers, writing tools, etc.) between uses</li> </ul> </li> <li><input type="checkbox"/> Consider closing any additional amenities such as vending machines if they cannot be adequately cleaned and disinfected on a regular basis.</li> <li><input type="checkbox"/> Limit the use of water fountains to be used for re-filling water bottles, not for individuals to drink directly from.</li> <li><input type="checkbox"/> Ensure ventilation systems are operating properly.</li> </ul>

## Group Programs

Considerations	Details
<p>How do you modify group programs/services to ensure safety protocols are being maintained?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Limit the size of group programs to ensure that physical distancing can be maintained.               <ul style="list-style-type: none"> <li><input type="checkbox"/> A general guideline for spacing requirements is one person for every 4 square meters (43 square feet) of space</li> </ul> </li> <li><input type="checkbox"/> For any weekly reoccurring programs, it is recommended that consistent cohorted groups are maintained as much as possible (i.e., patrons attending from week to week are the same group of patrons).</li> <li><input type="checkbox"/> Arrange seating and tables to permit 2 metres of distance between each participant.</li> <li><input type="checkbox"/> Consider using tape to mark where furnishing should be placed to maintain the 2 metre distance between participants or tape the floor to mark each participants space.</li> <li><input type="checkbox"/> Consider using an outdoor space.</li> <li><input type="checkbox"/> Consider offering virtual programming where possible, especially for higher risk clients such as older adults.</li> <li><input type="checkbox"/> Modify group activities to ensure adherence to safety protocols:               <ul style="list-style-type: none"> <li><input type="checkbox"/> Avoid activities that do not allow for physical distancing</li> <li><input type="checkbox"/> Card and other table games are not permitted</li> <li><input type="checkbox"/> Avoid use of shared objects whenever possible – use single use items</li> <li><input type="checkbox"/> If using shared objects, ensure they are cleaned and disinfected between uses.</li> </ul> </li> <li><input type="checkbox"/> Establish cohort groups consisting of the same participants and staff to reduce risk of exposure.</li> <li><input type="checkbox"/> Establish face covering policy (see Face Coverings section above).</li> <li><input type="checkbox"/> Ask participants to bring only essential personal items.</li> <li><input type="checkbox"/> Avoid eating/snacking during programs, if possible.</li> <li><input type="checkbox"/> Potlucks and shared foods should not be permitted at this time.</li> <li><input type="checkbox"/> Ensure participants/staff follow proper hand hygiene &amp; respiratory etiquette throughout the session.</li> <li><input type="checkbox"/> Have alcohol-based (60-90% alcohol) hand sanitizer</li> </ul>

	<p>available for use by participants/staff.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Room/space should be cleaned and disinfected between programs.</li> <li><input type="checkbox"/> Ensure enough time is given between programs to clean and disinfect.</li> <li><input type="checkbox"/> Avoid overlap between participants arriving and leaving.</li> <li><input type="checkbox"/> As recommended by WDGPH, discontinue or adapt high intensity indoor group fitness classes, such as spin classes, HIIT or aerobics where participants are exerting themselves and breathing heavily.             <ul style="list-style-type: none"> <li><input type="checkbox"/> Offer more lower risk fitness programs, such as lower exertion groups classes (e.g. yoga) and virtual or outdoor options</li> </ul> </li> <li><input type="checkbox"/> Ensure participants are aware of all the safety protocols.</li> <li><input type="checkbox"/> For additional guidance on children’s programs, please review the <a href="#">summer day camp guidance documents</a>.</li> </ul> <p><b>Special considerations for participants over 70 years old.</b> Ontario’s Chief Medical Officer of Health continues to remind those 70 years of age and older that they are at higher risk of severe illness if they get COVID-19. The CMOH recommends that those over 70 discuss participation in recreational programs with their health care provider to understand their personal risk and act accordingly.</p>
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## Community Use of Space

Considerations	Details
<p>What do you need to consider when renting out community space?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure that the total number of people permitted in all classes, organized programs, organized activities, meetings or events, is limited to the number that can maintain a physical distance of at least two metres from every other person and is not permitted to exceed:             <ul style="list-style-type: none"> <li><input type="checkbox"/> 50 people indoors or</li> <li><input type="checkbox"/> 100 people outdoors</li> </ul> </li> <li><input type="checkbox"/> Trade shows or any events requiring guest to mingle are prohibited at this time.</li> <li><input type="checkbox"/> People gathering indoors for <a href="#">religious, wedding or funeral ceremonies</a> may fill the room to 30% of its total capacity.</li> <li><input type="checkbox"/> <a href="#">Social gatherings</a> associated with weddings, funerals or religious ceremonies (e.g., receptions) must comply with Stage 3 indoor and outdoor gathering limits.</li> </ul>

	<ul style="list-style-type: none"> <li><input type="checkbox"/> Review <a href="#">Ontario Regulation 364/20</a>: Rules for Areas in Stage 3</li> <li><input type="checkbox"/> Review <a href="#">COVID-19 Guidance for Special Events</a> for additional recommendations.</li> </ul>
<p>What guidance do you need to follow when providing space for fitness, sports and recreation activities?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Indoor fitness or exercise classes must be limited to the number than can maintain a physical distance of at least <b>3 metres</b> from every other person and cannot exceed:             <ul style="list-style-type: none"> <li><input type="checkbox"/> 10 people indoors or</li> <li><input type="checkbox"/> 25 people outdoors</li> </ul> </li> <li><input type="checkbox"/> Each indoor fitness or exercise class must take place in a separate room</li> <li><input type="checkbox"/> Any instruction given in a class, an organized program or an organized activity must:             <ul style="list-style-type: none"> <li><input type="checkbox"/> Be delivered through a microphone if, without a microphone, the instructor would need to raise their voice beyond the level of normal conversation, and</li> <li><input type="checkbox"/> Not encourage loud talking, singing or shouting</li> </ul> </li> <li><input type="checkbox"/> Music must be played at a decibel level of normal conversation</li> <li><input type="checkbox"/> No member of the public may be indoors at the facility for longer than 90 minutes at a time, unless engaged in a sport.</li> <li><input type="checkbox"/> Review <a href="#">Ontario Regulation 364/20</a>: Rules for Areas in Stage 3.</li> <li><input type="checkbox"/> Review the relevant guidance documents on <a href="#">WDGPH website</a>:             <ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">COVID-19 Information for Sport and Recreation Settings</a></li> <li><input type="checkbox"/> <a href="#">COVID-19 Information for Recreational Water Facilities</a></li> </ul> </li> </ul>

## Attendance Policies

Considerations	Details
<p>What attendance policies do you have to ensure the safety of your staff/volunteers and clients?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Remind staff/volunteers about the importance of reporting illness to their supervisor/manager.             <ul style="list-style-type: none"> <li><input type="checkbox"/> If a staff/volunteer becomes sick while at work, they should go home immediately and self-isolate.</li> <li><input type="checkbox"/> Staff/volunteers experiencing symptoms can go to</li> </ul> </li> </ul>

	<p>an <a href="#">assessment centre</a> for testing.</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Record the name and contact information of <b>every</b> member of the public who attends a meeting or event and/or enters an indoor area of the facility.</li> <li><input type="checkbox"/> Maintain the records for a period of <b>at least one month</b>.</li> <li><input type="checkbox"/> Only disclose the records to a medical officer of health or an inspector under the <a href="#">Health Protection and Promotion Act</a> on request for a purpose specified in section 2 of that Act or as otherwise required by law.</li> <li><input type="checkbox"/> For more information on what to do if an employee becomes ill or tests positive for COVID-19, please review the <a href="#">COVID-19 Guidance for Reopening Businesses</a> (WDGPH).</li> </ul>
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### Developing a Safety Plan

Considerations	Details
<p>What elements are required to be included in a workplace safety plan?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> <a href="#">Prepare and make available a safety plan</a> in accordance with the requirements outlined under <a href="#">O. Reg 364/20</a>, section 5, including:               <ul style="list-style-type: none"> <li><input type="checkbox"/> Describe the measures and procedures which have been implemented or will be implemented in the establishment to reduce the transmission risk of COVID-19,</li> <li><input type="checkbox"/> Describe how the requirements under O. Reg 364/20 will be implemented by including screening, physical distancing, masks or face coverings, cleaning and disinfection of surfaces and objects and the wearing of personal protective equipment,</li> <li><input type="checkbox"/> The safety plan shall be in writing and shall be made available to any person for review or request, AND</li> <li><input type="checkbox"/> A copy of the safety plan must be posted in a conspicuous place where it is most likely to come to the attention of individuals working in or attending the location</li> </ul> </li> </ul>

## Additional Resources

[COVID-19 Response Framework: Keeping Ontario Safe and Open](#) (Ontario Government)

[Resources to Prevent COVID-19 in the Workplace](#) (Ontario Government)

[Ontario Emergency Information](#) (Government of Ontario)

[COVID-19 Guidance for Reopening Businesses](#) (WDGPH)

[COVID-19 Checklist for Reopening Businesses & Workplaces](#) (WDGPH)

[COVID-19 and Workplace Health and Safety](#) (Ontario Government)

[COVID-19: Precautions When Working as a Social & Community Services Worker](#) (PSHSA)

[Signs & Posters](#)

## References

Toronto Public Health, COVID-19 General Guidance for Community Non-Profit Services. [Accessed: July 21, 2020]. Available at: [https://www.toronto.ca/wp-content/uploads/2020/06/965e-Guidance\\_Community-Non-Profit-Services.pdf](https://www.toronto.ca/wp-content/uploads/2020/06/965e-Guidance_Community-Non-Profit-Services.pdf)

Toronto Public Health, Community Non-Profit Services and Programs: Covid-19 Prevention Checklist. [Accessed: July 21, 2020]. Available at: <https://www.toronto.ca/wp-content/uploads/2020/06/9678-Community-Services-Checklist.pdf>