

# COVID-19 INFORMATION FOR COMMERCIAL OR RESIDENTIAL BUILDINGS

This fact sheet provides property owners, property managers, hotel management and cleaning/facilities staff of commercial or residential buildings with infection prevention and control (IPAC) guidance that is appropriate for non-health care settings. For more information on COVID-19 visit [york.ca/covid19](http://york.ca/covid19).

**Common areas in these settings, including gyms, libraries, party rooms and playgrounds, can reopen at this time, however owners and operators must ensure that they stay up-to date on and comply with any current [provincial orders](#) (e.g., limits on size of gatherings) and [York Region](#) orders, directives, instruction, and bylaws (e.g., [mandatory mask/face coverings](#)).**

## GENERAL INFECTION PREVENTION STRATEGIES

**Building operators should do the following to prevent infection.**

### Management practices:

- Review the York Region [Reopening and Resuming Business Toolkit](#)
- Make alcohol-based hand sanitizer (70-90% alcohol concentration) available at entrances and in common areas, including, but not limited to, bathrooms, laundry rooms, gyms and playrooms, and other high traffic areas
- Encourage staff, tenants, and visitors to wash hands with soap and water or use an alcohol-based hand sanitizer, if soap and water are not available
- Ensure all staff completes a health [screening questionnaire](#) before each shift. The questions can be completed on paper, online or by asking staff directly
- Ensure staff stays home if sick. Employees or contracted workers who have symptoms of acute respiratory illness are recommended to not come to work, and to seek appropriate medical attention. Ensure that your sick leave policies are flexible. For example, relax requirements for sick notes, and allow staff to stay home to care for sick family members
- Encourage good infection control in the workplace. Encourage frequent [hand hygiene](#) and [physical distancing](#) in the work place and/or the use of a non-medical mask if social distancing is not feasible when around other workers. Any required meetings such as annual general meetings, condo board meetings, or hearings that typically take place in person should be carried out using alternative methods such as video conferencing
- Staff should be encouraged to wear a non-medical mask during a visit into a tenant's unit as it be an additional protective measure when indoors and if in close contact with others
- Ensure residents can receive deliveries of essential goods, like medications and groceries/meals, at their unit door so they can avoid non-essential trips outside. Some residents may be self-isolating, and as a result will be unable to leave their units

**Encourage any staff or residents to seek assessment and testing at a [COVID-19 Assessment Centre](#) if they have any [symptoms](#).**

### Signage and educational resources:

**PUBLIC HEALTH**  
[york.ca/covid19](http://york.ca/covid19)



Download, print and post signs in visible locations to raise awareness about COVID-19 and/or share resources (e.g., via email) to encourage healthy behaviours:

- [Assessment and COVID-19 Poster](#)
- [Cover your Cough or Sneeze Poster](#)
- [Elevator Capacity Sign](#)
- [Entrance Sanitize Hands Sign](#)
- [Fillable Capacity Sign](#)
- [Public Washrooms: Golden Rules Poster](#)
- [Guidance on How to Wear a Face Mask](#)
- [Hand Sanitizer Poster](#)
- [Lower Your Risk Poster](#)
- [Maintain Distance Sign](#)
- [Mandatory Masks FAQs Factsheet](#)
- [Mask Required Poster](#)
- [One Way Sign](#)
- [One Way Stairs Sign](#)
- [Practicing Physical Distancing Poster](#)

See [york.ca/covid19](http://york.ca/covid19) **Resources, Fact Sheets, and Videos** for more.

### **Have a policy on face masks and coverings:**

As of August 7, 2020, face masks or coverings are mandatory within enclosed common areas of apartment buildings and condominium buildings. Examples of enclosed common areas include elevators, hallways, lobbies, laundry rooms and other shared facilities.

- Apartment building owners and condominium corporations must develop and adopt a policy to ensure that everyone wears a mask or face covering while in these shared enclosed spaces
- The mask or face covering must cover the wearer's mouth, nose, and chin
- Owners and operators should also ensure that:
  - They post, at all entrances to enclosed common areas, clearly visible signage
  - All persons working at the apartment building or condominium are trained in the requirements of the policy and the provisions of the bylaw that apply to apartment buildings and condominium buildings; and
  - they can provide a copy of their policy for inspection by bylaw enforcement officers (if asked)
- Visit [york.ca/mandatorymasks](http://york.ca/mandatorymasks) for more guidance

### **Practice, encourage and facilitate physical distancing:**

- Physical distancing means keeping a distance of two meters (six feet) from others
- Property management should assess whether an impending service request is essential and to postpone the service if it is not urgent
- Property management should provide advanced notification to tenants of impending work
- Staff carrying out essential work should do so in a separate room if the tenant is home or keep a safe physical distance between the staff and guests/tenant

### **Enhance cleaning and disinfection:**

- Commonly used [cleaners and disinfectants](#) are effective against COVID-19
- Ensure frequently touched surfaces in common areas are cleaned and disinfected. Surfaces that have frequent contact with hands should be cleaned and disinfected twice per day and when visibly dirty

- Examples include doorknobs, elevator buttons, light switches, toilet handles, counters, hand rails, touch screen surfaces and keypads
- Use only disinfectants that have a [Drug Identification Number \(DIN\)](#). A DIN is an 8-digit number given by Health Canada that confirms it is approved for use in Canada
- Check the expiry date of products you use and always follow manufacturer's instructions
- In addition to routine cleaning, check with your organization for any specific protocols for cleaning COVID-19
- Staff should use appropriate Personal Protective Equipment (PPE), such as gloves, according to existing policies and procedures, as well as following label directions for all cleaning products
- Encourage and support proper handwashing by keeping washroom facilities stocked with soap and paper towels at all times, and ensure custodian staff keep hand washing sinks in a state of good repair
- Consider having alcohol-based hand sanitizer in common areas, including but not limited to bathrooms, laundry rooms, and other high traffic areas at all times
- There is no evidence to suggest that building waste needs any additional disinfection

## ADDITIONAL CONSIDERATIONS IN RESPONSE TO CURRENT CASES OF COVID-19

- Confirmed and suspect cases of COVID-19 are reported by health care providers and laboratories to public health. Workplaces other than health care settings do not need to report to public health
- Public health performs a risk assessment for all exposures including those that may occur in a workplace
- Public health will provide advice regarding any other measures that the workplace or staff may need to take to reduce the risk of transmission
- Unless advised by York Region Public Health through the above assessment, there are no restrictions or special measures required for contacts of suspected cases of COVID-19 in the setting. There is no need to close the setting or send people home
- Public health will advise if any special cleaning processes are recommended. Regular cleaning (as above) of frequently touched surfaces and hands reduces the risk of infection
- Maintain confidentiality of residents' personal health information if you are aware that a resident has COVID-19 or is a close contact of someone with COVID-19

## CONSIDERATIONS FOR PERSONS UNDER SELF-ISOLATION

- If patrons/condo tenants are in self-isolation, staff should postpone visits to the unit for service until after the self-isolation period of 14 days if possible
- If service cannot be postponed, staff should avoid close contact with these patrons/condo tenants by conducting their work in a separate room, if possible, or keeping a safe distance of 2 metres (6 feet) from the self-isolating person
- After each visit, staff should wash hands with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer, if soap and water are not available

Ensure residents can receive deliveries of essential goods, like medications and groceries, at their unit door so they can avoid non-essential trips outside. **Updated:** August 17, 2020

*Adapted from a resource provided by Toronto Public Health*