

# COVID-19: GUIDANCE FOR DRIVE-INS & DRIVE-THROUGHS

As businesses reopen and activities resume in York Region, people are getting creative with how to offer services or host large groups of people while respecting rules of physical distancing. Drive-in and drive-through movie theatres, food services and special events, for example, are becoming more popular. The following recommendations are intended to help organizers and staff at drive-ins and drive-throughs to reduce the spread of COVID-19. As every venue will be slightly different, it is ultimately the responsibility of organizers and operators to review their own policies, procedures and site-specific circumstances to assess their ability to operate while ensuring the appropriate infection prevention and control measures are implemented and maintained. More information about COVID-19 can be found at [york.ca/covid19](https://york.ca/covid19). Along with these recommendations, continue to:

- Ensure any organizer and/or vendor [application forms](#) are submitted prior to opening
- Ensure local bylaws are adhered to

To mitigate the spread of COVID-19 at a drive-in or drive-through venue or event, the following infection prevention and control measures should be implemented:

- Practice [physical distancing](#): keep staff and patrons 2-metres apart
- Wear a mask: Effective Friday, July 17, 2020, business owners and operators in York Region must have a policy in place to prohibit people from entering if they are not wearing a face mask or covering. Customers, employees and visitors who enter enclosed public spaces must wear a face mask or covering
- Encourage staff and patrons to practice good [hand hygiene](#) and [respiratory etiquette](#)
  - Make soap and water and/or alcohol-based hand sanitizer available for all to use
  - Provide paper towels and lined garbage bins for proper disposal
- Frequently clean and disinfect high-touch surfaces such as door knobs and handles, counter tops, payment terminals
- Owner/operator should conduct active screening of staff when they arrive by asking [screening questions](#)
- Strongly encourage all staff and patrons to stay home if sick
- Staff/patrons who become ill while at a drive-in or drive-through venue or event should be sent home immediately and asked to seek assessment at a [COVID-19 Assessment Centre](#)
- Use available [signage](#) to communicate infection prevention recommendations to staff and clients

## Drive-in and Drive-through Events

- Have procedures in place ensure that people remain in their vehicles with the exception of using the washroom or in an emergency
- Patrons can only attend if they are in a walled vehicle (not a motorcycle or convertible with roof open)

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- Food, beverages and merchandise can be sold on-site. Set up a delivery mechanism to drop off purchases to customers or a drive-through mechanism to have customers pick-up purchases in their cars.
- In addition to other workplace and public health measures, drive-in and drive-through venues and events should:
  - Limit the number of vehicles and how they are parked to ensure physical distancing of 2-metres
  - Ensure washrooms are cleaned and disinfected as frequently as necessary to maintain a sanitary environment
- Items may not be exchanged between persons in attendance except:
  - Items exchanged between members of the same vehicle
  - Items exchanged between persons who perform work for the venue or event
  - Items that are necessary to facilitate the purchase of admission, food and beverages or merchandise

## Physical distancing

- Have staff direct, monitor and control crowding, ensuring everyone is staying 2-metres apart
- Where possible, use technology to minimize staff and customer contact: mobile ticket ordering, menu tablets, text on arrival for pick-up or contactless payment option
- Install Plexiglas barriers at the point of sale where staff may have close contact with patrons or consider personal protective equipment (PPE) for staff, such as masks or face shields
- Demarcate the ground (e.g., with tape or pylons) and/or provide directional signage to indicate where vehicles should park and encourage one-way movement

## For organizers

- Plan and modify the layout of the event to ensure there is enough space provided for vehicles, patrons and staff to ensure physical distancing is maintained
- Organizers should maintain a list of names and contact information of their staff, volunteers, vendors and their staff attending the event
- If physical distance cannot be maintained, if and where necessary, install barriers to protect staff and patrons and/or wear PPE such as masks and/or face shields
- Have staff wear PPE if point of sale cannot be rearranged and/or processes in the space cannot be altered to reduce interaction and crossover between staff and/or staff and patrons
- Demarcate floor/ground at the point of sale area so staff can maintain physical distance
- Stagger staff shifts and breaks to minimize capacity in any shared space
- Limit time staff spend with patrons
- Mark direction of travel to designate entrances, exits and parking areas
- Assign staff to specific tasks/work stations to minimize contact between them

## For patrons

- Post [signage](#) promoting [physical distancing](#), [screening](#) and any policies that impact patrons
- The use of 2-layer, non-medical masks or face coverings is strongly encouraged in public spaces where physical distancing is difficult to maintain. Operators may require their patrons to wear them while ordering.
- Remind patrons to remain in their vehicle for the duration of the event, except to use washrooms

## Cleaning, Sanitizing and Disinfecting

- Increase the frequency of cleaning and disinfecting of high-touch surfaces such as door handles, hand rails, turnstiles, desks, keyboards, phones, trays, tables, chairs, sneeze guards, common room amenities, cash registers, etc.
- Use approved disinfectants as per the [Government of Canada](#). Note: all disinfectants approved for use in Canada have a [Drug Identification Number \(DIN\)](#). The products listed on the [Government of Canada website](#) are supported by evidence to likely be effective and may be used against COVID-19
- Have alcohol-based hand sanitizer accessible for patrons
- Hand wash stations should be made available, equipped with soap, paper towels and hot and cold water
- Monitor and refill hand hygiene supplies (hand sanitizers, soap and paper towels) frequently
- Staff should be provided with alcohol-based hand sanitizer when they are unable to wash their hands frequently with soap and water
- Ensure washroom facilities and hand sinks are cleaned and disinfected at least twice per day, or as frequently as necessary
- Self-service units (e.g., mobile tablets, self-checkout touch screens, smart kiosks, pin pads) are cleaned and disinfected between use
- Provide additional garbage bins for patrons to easily dispose of their gloves and masks

## Protocols and Training

- Communicate any new COVID-19 protocols to customers where applicable, e.g., pre-ordering is preferred, credit/debit preferred, orders not taken for those exhibiting symptoms, etc.
- Ensure staff are trained on new protocols, e.g., absence policies, cleaning and disinfecting, physical distance between patrons and staff, when and how to properly wear PPE, how to take off PPE, updated shifts and schedules, how event is being run etc.
- Train staff on cleaning and sanitizing for food contact surfaces and cleaning and disinfecting of non-food contact surfaces and highly touched surfaces. Implement logs for both actions
- Ensure staff have been properly trained on gloves and [mask](#) etiquette. Gloves are not essential, but, if used, must be changed frequently and hands washed between uses
  - Wash hands with soap and water for 20 seconds before putting on and after taking off gloves
  - When gloves are removed, new gloves must be used each time
- Encourage frequent handwashing, with soap and water, using the correct technique and to avoid touching face

## Communication and signage

- Conduct [active screening](#)
- Staff must report any [symptoms](#) developed while working to their supervisor
- Have changes in operation and policies communicated to staff
- Post [signage](#) for patrons: stay home as much as possible, [practice physical distancing](#), [wash hands](#) frequently and avoid touching your face with unwashed hands
- Post [signage](#) to encourage [hand sanitizing](#)
- Patrons who exhibit symptoms of COVID-19 should be refused entry. Display posters telling [patrons if they have symptoms they cannot enter](#)

- Post [signage](#) on correct disposal of gloves and masks

### **Additional Resources**

- [A Framework for Reopening our Province Stage 2](#)
- [COVID-19 & Re-Opening York Region: Public Health Resources and Guidance for Businesses](#)
- [Province of Ontario Guidance on Health and Safety for Outdoor Recreation and Drive-in/Drive-Thru Entertainment Settings during COVID-19](#)
- [York Region: Resources, Fact Sheets and Videos](#)

### **More information**

Visit [york.ca/COVID19](http://york.ca/COVID19), email [HealthInspectors@york.ca](mailto:HealthInspectors@york.ca), or call 1-800-361-5653 or TTY 1-866-512-6228.

*Adapted with permission of Toronto Public Health. Current as of July 24, 2020.*