

COVID-19 Public Health Guidance: Multi-Unit Housing, Hotels and Motels

Last Updated September 17, 2021

This document outlines guidance for owners and operators of residential and commercial multi-unit buildings (including hotels, motels, condominiums and apartment buildings) to ensure resident safety while using indoor and outdoor amenities (e.g. pool, fitness centre, laundry facility), and to reduce the risk of transmission of COVID-19. It does not replace guidance from the Province. This document is for information purposes only, and shall not be construed as legal advice.

On July 16, Ontario moved into Step 3 of the [Roadmap to Reopen](#). Residents, organizations, and businesses must abide by the public health measures for Step 3. See [O. Reg. 364/20, Schedules 1, 2 and 3](#), for regulations for Step 3. The Chief Medical Officer of Health and other health experts will continue to monitor the data to determine when it is safe to exit the Roadmap

For specific questions about COVID-19 provincial regulations, please contact the **Stop the Spread Business Information Line** at 1-888-444-3659.

Refer to [COVID-19 Public Health Guidelines: Recreational Water Facilities](#) for general guidance on the safe operation of recreational water facilities (for example, pools and splash pads).

Refer to [COVID-19 Public Health Guidelines: Public Washrooms](#) for general guidance on safely maintaining washrooms used by the public.

Refer to [COVID-19 Public health Guidelines: Sports and Recreational Fitness](#) for general guidance on the safe operation of indoor recreational facilities (for example, gyms).

Residential building owners and operators must also abide by:

- Provincial [Sector-Specific Guidance Documents](#) and [COVID-19: Precautions When Working as a Janitor, Caretaker or Superintendent](#)
- Operators must ensure that any indoor fitness centres or other indoor recreational facilities operate in compliance with [O. Reg. 364/20](#) for regulations for Step 3.

Ontario's enhanced COVID-19 vaccine certificate

Starting September 22, 2021, the provincial government will require certain businesses and settings to obtain proof of vaccination from customers/patrons. For more information refer to the [Proof of Vaccination Guidance for Businesses and Organizations](#).

Instructions for workplaces from Halton Region's Medical Officer of Health

Halton Region's Medical Officer of Health (MOH) issued [amended Instructions to businesses and organizations](#) to help keep staff and customers/patrons safe. The instructions take effect at 12:01 a.m. on **Friday, September 10, 2021**. They combine key existing requirements from the Province and Halton Region Public Health, with some new requirements. **Compliance with these instructions is mandatory.**

Workplace vaccination

Workplace vaccination policy

To reduce COVID-19 transmission in the workplace, Halton Region's MOH recommends all local employers have a [workplace COVID-19 vaccination policy](#). For workplaces with more than 100 workers physically present, Halton Region Public Health requires mandatory [COVID-19 safety plans](#) and vaccination policies in place by September 22, 2021.

Encourage everyone to get a COVID-19 vaccine

Getting vaccinated is one of the ways to stop the spread of COVID-19. Here are some ways you can support vaccination at your workplace:

- Develop a [workplace COVID-19 vaccination policy](#)
- Ensure employees are aware that everyone in Canada is eligible to receive a vaccine for free. Proof of identity is required but a health card is not required for vaccination.
- Share [COVID-19 vaccine resources](#), with staff, available in multiple languages

Additional COVID-19 public health measures

The following COVID-19 Public Health Measures are recommended by Halton Region Public Health should be considered in all steps of Ontario's [Roadmap to Reopen](#).

Maximize physical distancing and reduce physical contact

- Encourage people to maintain physical distance by using [signage](#)
- Limit the number of residents who may use building amenities at one time.
 - Refer to [O. Reg. 364/20](#) for regulations for Step 3 to determine the capacity limits for indoor and outdoor spaces and amenities.
 - Indoor capacity limits apply to events that are fully or partially indoors (for example, party rooms with an attached outdoor patio). Indoor and outdoor limits cannot be combined.
 - For more strategies refer to [COVID-19 Public Health Guidelines: Sports and Recreational Fitness](#).
 - Ensure your recreational water facilities (e.g. pools) meet public health requirements. Refer to [COVID-19 Public Health Guidelines: Recreational Water Facilities](#) for guidance on swimming pools, wading pools and spas.

Cleaning and disinfection

- Ensure frequent [cleaning and disinfecting](#) of high-touch surfaces, washrooms and common areas
- Provide disinfectant wipes or spray bottle and paper towels for residents to use in common area.
- Remove all shared items that are difficult to disinfect (for example, torn mats or equipment, foam rollers, yoga blocks, straps, pool toys, etc.).

Shared laundry facilities

- Post the [Using Shared Laundry Facilities](#) poster in shared laundry rooms.
- Limit the number of residents using shared laundry facilities at the same time
- Encourage residents to sort and fold clothing in their units, instead of the laundry facility.

Wear a mask and use personal protective equipment (PPE)

- [Consolidated By-law No. 47-20](#) requires the wearing of masks within enclosed, common areas of apartment buildings and condominium buildings, unless exempt.
- Workers are recommended to wear a mask when they cannot maintain physical distance of 2 metres (six feet) and cannot be separated by Plexiglass or a barrier.
- Masks can be removed when eating or drinking, but individuals must maintain physical distancing of two metres (six feet) between them.

- Masks are encouraged while engaging in physical activity if it can be done safely, but may be removed if necessary.
- PPE (surgical/procedure mask and eye protection i.e. goggles or face shield) is required to be worn by workers when a distance of 2 metres (six feet) cannot be maintained from another person not wearing a mask indoors and cannot be separated by Plexiglass or a barrier.
- Staff must wear a mask when entering a tenant's unit or guest's room.

Building ventilation

- Ensure heating, ventilation and air conditioning (HVAC) systems are maintained and operating as designed.
- Limit the use of overhead ceiling fans especially ceiling fans on low ceilings. Avoid the use of pedestal or high-powered fans on/near the floor.

Moving in/moving out considerations

- If moving is necessary during the pandemic, public health precautions including physical distancing, hand hygiene and respiratory etiquette should be practiced at all times. The following resources may provide helpful tips:
 - [COVID-19: Movers - Preventive Measures in the Workplace](#)
 - [Open House Safety. Real Estate Council of Ontario](#)

Additional resources

- Halton Region Public Health:
 - [Mental Health Resources and Supports](#)
 - Poster: [Protect Yourself and Others](#)
- Government of Ontario
 - [Ontario Regulation 364/20: Reopening Ontario](#)
- Workplace Safety & Prevention Services
 - [Psychological Safety Resources for Leaders During COVID-19](#)