



TCHC Business Recovery

Frequently asked questions | July 15, 2020

1. Reopening outdoor sports fields (practices only)

What is being reopened this week?

Following on the reopening of outdoor sports courts earlier this month, we are reopening outdoor sports fields in eight communities this week.

Consistent with the rules for playing fields and parks throughout Toronto, the sports fields can be used for training or practices, but not for games, scrimmages or other activities that will result in persons coming within two metres (six feet) of each other.

Which sports fields are being reopened?

Sports fields are being reopened in the following communities:

- 2585 Jane Street
- 495 Wilson Avenue
- 135-155 Neptune Drive
- 2-14, 5-21 Brahms Avenue
- 6 Glamorgan Avenue
- 10 Glen Everest Road
- 3171-3181 Eglinton Avenue
- 101-159, 160-230 Danzig Street

Is it safe to reopen these outdoor fields?

We have put safety precautions and prevention measures in place to protect tenants and employees, consistent with the City of Toronto's approach.

- Teams can train to a maximum of 10 individuals. This includes coaches, trainers, participants and spectators.
- Those using the sports fields must keep two metres (six feet) from others and wear a mask where physical distancing cannot be maintained.
- Outdoor sitting furniture or other objects must be at least two metres apart where possible.

Have all restrictions been lifted?

Provincial emergency orders and the [City's physical distancing by-law](#) remain in effect.

- Games and scrimmages are not permitted at this time.
- People not from the same household or social circle must maintain a physical distance of two metres (six feet) apart in TCHC green spaces and sports fields. The same rule applies in City parks.
- Individuals cannot play team sports such as soccer or baseball, even on fields intended for this purpose, unless they are members of the same household.

Do I need a permit to use the sports field at my building?

TCHC sports fields do not require permits if you are a tenant.

What about sports fields and other green spaces outside of TCHC property?

Learn about [permits for sports fields and multi-use fields for sports team training](#) for City of Toronto spaces.

Toronto green spaces and parks are open for people to walk, bike, run. etc.

- Parks and green spaces are available for public use for those wishing to rest or read a book or bring a picnic.
- Picnic members (maximum 10 people) must be part of a single household or social circle and must remain at least two metres (six feet) away from others in the park.
- Picnic tables and picnic shelters can be used by up to 10 people from the same household or social circle with appropriate physical distancing. People above the 10-person limit may be issued a \$750 ticket by the City.

What are the rules for using parks and green spaces in Toronto?

- While visiting a park, you must practise [physical distancing](#) and keep two metres (or six feet) away from people who are not from the same household or the same social circle. People failing to practise physical distancing in a park or public square may be issued a \$1,000 ticket by the City.
- Individuals may use outdoor sports facilities and multi-use fields for non-team sports, such as walking, running, biking, skateboarding, frisbee or kicking a ball, and low-contact racquet sports like tennis, badminton, pickleball and ping pong.
- Fixed barbecues in parks are available for use. You cannot use a privately owned, portable barbecue or hibachi in a City park. No portable barbecue can be used without a park permit, which are not being issued right now.

2. Non-urgent maintenance in tenant units by vendors

TCHC is resuming non-urgent demand maintenance and preventative maintenance in tenants' homes by vendors. This work was suspended in March as a precaution due to COVID-19.

Will it be safe for vendors to enter my unit?

We are taking precautions that make it safe for vendors to enter tenants' units. Vendors will wear proper Personal Protective Equipment (PPE), practise hand hygiene and maintain physical distancing wherever possible with tenants and other workers. Tenants will be given at least 24 hours notice of entry before any in-suite work takes place.

What safety precautions will be taken by vendors?

Our priority is safety, particularly when vendors must enter tenants' homes. We are following all safety regulations that are required for businesses to reopen. Vendors will:

- Wear proper personal protective equipment (PPE).
- Practise social distancing where possible by staying at least two metres (six feet) away from others in the unit.
- Answer health-related questions before starting work each day to make sure there are no health concerns.
- Ask tenants health-related questions before entering units to make sure there are no health concerns.
- Give a disposable mask to tenants if work is occurring in their unit and tenants do not already have a mask to wear.
- Serve the proper minimum 24-hour Notice of Entry before any in-suite work is scheduled.
- Give hearing protection to tenants as needed.

Can tenants refuse in-suite maintenance work?

Yes. If a tenant decides they do not want work happening in their unit, they can contact the Client Care Centre. A Client Care agent will relay the information to the building Superintendent. While it's important that we start to complete maintenance work in tenants' units that has been paused for months, tenant and employee safety is top priority.

Tenants will get notice of entry (at least 24 hours) before any work is started in their homes. If a tenant is under a COVID-19 mandatory isolation, the work will be completed once the isolation has been completed.

More questions?

We welcome your questions about what is open or resuming this summer. If you do have questions or concerns, or if any maintenance or repairs are needed in your home, contact our Client Care Centre. The Centre is open to serve you 24 hours a day, every day. Email help@torontohousing.ca or call **416-981-5500**.