

# NOTICE TO RETAILERS

As the COVID-19 situation continues, we are always considering what is best for the health and safety of our community. As the Province loosens restrictions to non-essential businesses it is important to the City of Niagara Falls to play our part in keeping our communities safe, and to continue to support the industry for the sake of economic recovery. Retailers are permitted to continue business using alternative methods of sales such as curbside pick-up, however specific requirements must be followed to ensure patron safety as noted below:

1. The place of business must have public entrances that opens onto a street or enclosed sidewalk.
2. Businesses are permitted to use sidewalks for their queuing lines for waiting, paying and receiving, however it is the responsibility of the business to set boundaries, and limits to prevent patrons from traveling on to roadways.
3. Businesses may utilize removable stanchions or ground markings that are non-permanent such as chalk however, spray paint, tape, and/or vinyl decals will not be permitted as they present a potential slip hazard.
4. Sidewalks are at a minimum of 3.0 metres [9 foot, 10 inches] wide with no encumbrances such as newspaper boxes, light standards, or fire hydrants. Businesses must ensure not to place any temporary fixtures within 0.45 metres, [1 foot, 6 inches] of the outer edge of the sidewalk that may be considered a tripping hazard or encroachment. In addition, a minimum of 1.2 metres, [4 feet] of clear, passable, sidewalk shall be maintained for accessibility requirement.
5. Where a business has a side yard available adjacent to their property, they must utilize this area as the primary queuing area, before considering sidewalks.
6. If your business has limited sidewalk space for a queuing area and may potentially health and safety risk to the patrons, contact the Municipal Enforcement Services at [buildingcomplaints@niagarafalls.ca](mailto:buildingcomplaints@niagarafalls.ca) for a review and possible recommendation on alternate opportunities.
7. Businesses shall ensure that patrons maintain a minimum of 2 metres [six (6) feet] distance from each other within the queuing line.
8. The businesses must comply with the following By-laws and Regulation:
  - a. Emergency Management and Civil Protection Act, (O. Reg. 82/200).
  - b. Sign By-law No. 2008-224.
  - c. Public Nuisances By-law No. 2009-73.
  - d. Minimum maintenance Standards for Highways, (O. Reg. 239/02, Section 16.20).
  - e. Accessibility Regulation, (O.Reg. 413/12, Sections 80.21 to 80.3100).

**Please Note:** Municipal Enforcement staff will be conducting pro-active patrolling throughout the area to ensure that our stakeholders/patrons are maintaining the Emergency Order Provision(s). Failure to Comply with the Emergency Order, and any City by-laws may result in the issuance of a Provincial Offences ticket.

Sam Valeo, P.Eng.  
Director of Building and Municipal Enforcement