



345 Carlingview Drive  
Toronto, Ontario M9W 6N9  
Tel.: 416.734.3300  
Fax: 416.231.1626  
Toll Free: 1.877.682.8772  
[www.tssa.org](http://www.tssa.org)

## **TSSA Considerations during COVID-19**

*Updated: February 8, 2021*

With the COVID-19 pandemic and the provincial and regional restrictions impacting organizations in Ontario in different ways, TSSA has been working closely with its regulated parties and stakeholders by taking several actions to help alleviate current constraints while ensuring safety is not compromised.

### **Contacting TSSA**

TSSA's office remains closed to the public. Office employees are available by phone or email to serve and support all of our valued stakeholders.

General inquiries can be sent to [customerservices@tssa.org](mailto:customerservices@tssa.org).

When submitting applications electronically to TSSA, use the associated inbound email address located on the upper left of the application form. If the form does not list an email address, send your completed application with the associated prepayment to [intake@tssa.org](mailto:intake@tssa.org).

For urgent matters, credit card payments or flexible payment options, call 1-877-682-TSSA (8772).

Please visit the examination section of [TSSA's website](#) for information about scheduling an exam.

### **TSSA Inspections**

TSSA inspections are continuing with pre-screening questions, physical distancing, mask-wearing and the safety measures listed below. (Modified inspections for long term care homes, private dwellings, hospitals and retirement homes are explained in the next section.) TSSA team members who have direct contact with Ontarians have been instructed to take all precautions to reduce exposure to the virus and protect their health, customers' and the public's health. These safety precautions include:

- washing hands often with soap and water or using alcohol-based hand sanitizer
- sneezing and coughing into their sleeve
- avoiding touching their eyes, nose or mouth
- practicing physical distancing, wearing a mask and wearing safety eyewear

TSSA staff have been advised to stay at home if they are sick or have symptoms, have travelled outside of Canada within 14 days, or come into close contact with someone who is sick, has COVID symptoms, has tested positive for COVID or has travelled outside of Canada within 14 days – these employees will self-isolate, as recommended by Public Health Authorities. TSSA expects the same from other organizations.

TSSA inspectors will discuss the current COVID-19 situation with the site owner or manager to determine the level of risk. TSSA requires clients to wear a mask when a TSSA inspector is on site.

Inspectors will inquire about policies and procedures in place for locations that they are visiting will and ask the following questions about people they will be meeting with:

1. Has anyone been exposed to COVID-19?
2. Has anyone recently shown symptoms similar to that of COVID-19?
3. Has anyone had close contact with anyone who has been exposed to or recently shown symptoms similar to that of COVID-19?
4. Has anyone at the site travelled outside of Canada within the last 14 days or had close contact with anyone who has travelled outside the country in the past 14 days?
5. Has anyone had a positive COVID-19 test in the last 14 days?

If the answer is “no” to all of the above questions, the inspector will advise the site representative that he/she will only enter the site if social distancing of at least two metres between persons can be maintained at all times and clients will be wearing masks.

If the answer is “yes” to any of the above questions, the TSSA employee will contact their supervisor to determine an approach with the customer.

Inspections will be rescheduled if an organization’s onsite personnel are symptomatic or not following the public health and self-isolation guidelines.

Operating during COVID-19 comes with the responsibility of operating safely. Regulated parties remain responsible for the safety of their sites, devices and procedures and in particular must focus on addressing any high risk sites, devices or situations.

We continue to ask customers to contact us if they are facing COVID-19 related barriers and they are unsure how to proceed.

## **TSSA Modified Inspections**

TSSA will not perform routine or low-risk inspections in the following locations:

## Residential and Healthcare Facilities with Vulnerable Residents

- Long-term care homes and senior's residences
- Hospitals
- Retirement homes
- Personal dwellings

Inspectors may enter these facilities and perform inspections if they determine there is a high risk of a technical nature, in response to an incident or upon the customer's request. In all cases COVID protocols will be followed by the inspector and must be followed on site.

## Licensing Issuance, Renewals & Grace Periods

Regulated parties are required by law to maintain their licenses in good standing. Customers will be invoiced for all licensing-related services.

- **Licensing independent from inspection:** TSSA will continue to require organizations to renew their licenses before expiry.
- **Licensing (or Authorization) dependent on inspection:**
- TSSA will continue to require organizations to renew their licenses (authorizations) before expiry.
- TSSA has been renewing licenses (or authorizations) even in cases where the mandatory pre-license (or pre-requisite) inspection could not be performed, with a valid reason. Any inspections that were deferred during wave 1 of the pandemic should have been completed by November 30, 2020. Please see program specific requirements in the sections below for requirements during wave 2.

### Certificate Holders:

- TSSA expects certificates to be renewed prior to expiry. If re-certification is conditional on continuing education that has not been fulfilled, mechanics must nonetheless renew their certificates as required. A grace period for these certificate holders to fulfill and submit their continuing education requirements to the TSSA remains in place. Certificate holders are expected to pursue online or in person training opportunities as they become available.
- Commencing March 16, 2020 certificate holders may continue to work during the grace period so long as the certificate has been renewed as per the above policy.
- The certificate holder will receive their certificate with the correct expiration date. Proof of satisfaction of the continuing education requirement must be submitted to TSSA once it is completed.

## Program Specific Procedures

Please also note these program-specific procedures:

### BPV Record of Inspection and Certificate of Inspection

- The Province had identified Insurance providers as [essential services](#) and as such, insurers who are responsible for completing periodic inspections should be completing those inspections and following the safe work practices advised by provincial health officials.
- Owners who have shut down and/or are not operating their equipment are expected to notify TSSA by completing the following form (<https://www.tssa.org/en/boilers-pressure-vessels/resources/Documents/PV-09364-Fill-and-Save-07.17.pdf>), selecting F. for Reason for Removal, and emailing it to [bpvcustomerservice@tssa.org](mailto:bpvcustomerservice@tssa.org)
- Owners with operating equipment, are expected to request inspections as required by the Regulations and facilitate those inspections while still ensuring the safety of persons at their site as well as that of the inspector.
- TSSA expects owners to obtain a Record of Inspection from their insurer and expects insurers to perform inspections while following COVID-19 safety procedures. Any inspections that were deferred during wave 1 due to COVID-19 should have performed by November 30, 2020.
- Owners unable to facilitate periodic inspections are expected to formally request a grace period / extension by emailing: the company name, UID number, COI expiry date and reason for extension to [bpv\\_inquiries@tssa.org](mailto:bpv_inquiries@tssa.org)
- Insurers, owners and third-party inspectors are reminded of the importance of completing internal inspections during available windows of opportunity and are encouraged to complete these inspections while businesses and equipment are shut down.
- Insurers, owners and third-party inspectors are expected to put plans in place to ensure the continued safe operation and inspection of devices during the COVID 19 pandemic.

### Propane:

- TSSA expects licenses to be renewed. License-dependent inspections that may have been deferred during the onset of COVID-19 restrictions were to have been completed no later than November 30, 2020. Inspections for license renewals must be completed following COVID-19 safety protocols.

- TSSA has continued to require propane licenses to be renewed before the date of expiry. Any licensee who deferred submission of a new or revised Risk and Safety Management Plan (RSMP) during wave 1 should have submitted one no later than November 30, 2020.
- TSSA offered propane distributors a grace period to complete the 10-year inspections of tanks and appliances required by section 18 of O. Reg. 211/01 if they could not be completed safely. Any inspections deferred during wave 1 were to have been completed by November 30, 2020. Inspections must respect physical distancing and mask-wearing requirements. TSSA will consider exceptions during wave 2 of the pandemic as follows. Consistent with TSSA's modified inspections, if the site is deemed to be low risk, inspections of long term care homes, retirement homes, hospitals and private dwellings may be deferred. Other site inspections may be deferred if there is a health risk to those performing the inspection. Distributors must notify TSSA of exceptions to the Statutory Director of Fuels.
- Applicants are allowed to continue to defer the submission of a new Record of Training (ROT) required as part of the renewal process until further notice. Applicants are expected to pursue online training opportunities as they become available.
- ROT holders (individuals and individual teachers) do not need to renew their ROT until further notice. Online training for the theoretical component should be pursued if it is available.
- Training providers (companies) must renew their TSSA accreditation before its expiry and pay any associated fees, unless other arrangements are made.
- **Annual Mobile Food Inspections, Propane Terminal & Propane Dispenser Inspections**  
As per Ontario Regulation 211/01, these installations must be inspected annually for propane supply. Any deferred inspections during wave 1 for devices/sites that plan to operate should have been completed no later than November 30, 2020. Inspections are required for any business that decides to operate.

#### **Fuels:**

- TSSA offered fuel oil distributors who supply fuel oil and who were unable to complete the distributor inspections as required by section 7 of O.Reg. 213/01 a grace period during wave 1. All inspections deferred during wave 1 should have been completed no later than November 30, 2020. Inspections must respect physical distancing and mask-wearing requirements. Consistent with TSSA's modified inspections, if the site is deemed to be low risk, inspections of long-term care homes, retirement homes, hospitals and private dwellings may be deferred. Other site inspections may be deferred if there is a health risk to those performing the inspection. Distributors must notify TSSA of exceptions to the Statutory Director of Fuels.
- **Non – Immediate Hazard Warning Tags**  
As per Ontario Regulation 211/01, 212/01, 213/01, and 217/01 a non-immediate

warning tag can be granted for a period of up to 90 days for deficiencies deemed non-immediate. Extensions on this requirement will be granted on a case by case basis only.

**Amusement Device Permit Renewals:**

- Operators must complete Renewal Packages and must contact TSSA to book an inspection prior to opening. Amusement ride operators are allowed to operate provided they have passed their annual inspection and as permitted by the Province.
- Businesses that do not wish to operate for the season due to the cancellation of events do not need to maintain a valid licence and permit.

**Elevating Devices – Rescue Operations/Emergency Evacuation Record of Training:**

- Rescue Operations/Emergency Evacuation certificate holders (individuals) have a grace period to renew their certificate. Online training for the theoretical component should be pursued as it becomes available.
- Rescue Operations/Emergency Evacuation training providers (companies) must renew their TSSA accreditation before its expiry and pay any associated fees, unless other arrangements are made.