

EDMONTON  
CONVENTION  
CENTRE



# Healthy Venues

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Planning for and prevention against infectious disease including COVID-19.

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# A message from our management team

Greetings guests and business partners,

After closing our venues several months ago, we could have never anticipated the impact of COVID-19 on our industry. While temporarily shutting our doors was a difficult decision, our priority was to support the Government of Alberta in their effort to contain the spread of COVID-19. We are now confident that our collaborative approach to supporting our community and postponing events has made a positive impact on our region.

As we look toward welcoming you to our venues, our priority remains—we will do everything we can to support the health and safety of our guests, business partners and staff.

Alberta and Edmonton are currently well-positioned for the safe relaunch of our economy, including the events industry. Throughout the past several months, we have been proactively engaging government authorities, other venues, suppliers and industry leaders to develop health and safety protocols that will ensure the continued safety of our staff, guest and business partners.

After months of consultation and planning, we are pleased to present our Healthy Venues plan—preparing us for the safe operation of our venues in compliance with Government of Alberta regulations. As we continue to make important enhancements to our operations, we hope you feel confident in knowing we hold your health and safety above all.

In addition to our Healthy Venues plan, the Edmonton Convention Centre and Edmonton EXPO Centre are among the first venues in Canada to actively pursue the GBAC STAR™ Accreditation, which is the cleaning industry's only outbreak prevention, response and recovery accreditation for facilities. Through this accreditation, our cleaning and sanitation program will receive third-party validation that the best systems are in place to protect against biohazards and respiratory illness, including COVID-19.

Please take a moment to read through and understand the protocols that may be in place during your next visit to the Edmonton Convention Centre. The following plan presents the measures taken to ensure our venues will be among the safest places for you to enjoy conventions, tradeshow, meetings and entertainment in Alberta.

We look forward to welcoming you back to our venue,

**Arlindo Gomes,**

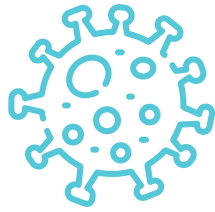
Vice President, Venue Management  
Edmonton Convention Centre, Edmonton EXPO Centre

**Emma Pietroleonardo**

General Manager, Edmonton Convention Centre



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*The Healthy Venues plan has been developed with information from the Convention Centres of Canada COVID-19 Recovery Taskforce, the Canadian Association of Exposition Management's Exposition Recovery Taskforce and the Alberta Exposition Recovery Taskforce.*

This plan was developed with information available as of August 18, 2020. These protocols are subject to change as restrictions/recommendations evolve and as more information from the Government of Alberta and our industry becomes available.

# Healthy Venues Highlights



## **ARRIVING AT OUR VENUES:**

Enhanced screening measures will be in place upon arrival at our venues.



## **GUEST HEALTH & SAFETY:**

Guests who are experiencing any known symptoms of COVID-19 are advised to stay home.



## **PHYSICAL DISTANCING:**

Protocols will help maintain a two-meter distance between people outside of your group cohort.



## **CLEANING AND SANITATION:**

We will increase the frequency of which high-contact areas are cleaned and sanitized.



## **FOOD SERVICE:**

Buffet and self-serve food service options will be replaced with other service styles.



## **EMPLOYEE RESPONSIBILITIES:**

Measures will be taken to ensure we are providing a safe environment that supports a healthy workforce.



## **CASE NOTIFICATION:**

Staff, guests and clients are encouraged to download the ABTraceTogether app.



# Arriving at our Venues

Guests and clients coming to our venues can expect enhanced screening and safety measures that will be in place upon your arrival.

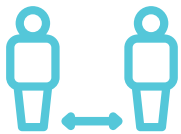
- As per City of Edmonton Bylaw 19408, masks or face coverings are mandatory for all guests entering the venue.
- Points of entry may be limited to allow our team to conduct non-invasive symptom checks of anyone entering the venues.
- Guests will be asked to sanitize their hands before entering.
- Guests are expected to stay home if they are presenting any known symptoms of COVID-19, including cough, shortness of breath and fever. ***Guests experiencing symptoms while on property are instructed to notify security immediately.***



# Guest Health & Safety

You will notice things may look and operate differently during your next visit. The following protocols will be implemented so that you may feel safe at our venues.

- Hand sanitizer dispensers, touchless where possible, will be placed throughout the venues at guest and employee entrances and high contact areas.
- Health and hygiene signage will be placed throughout the venues and will include messaging about handwashing guidance, hygiene etiquette and physical distancing.
- Monetary exchanges will be facilitated through contactless systems where possible. Cash transactions are highly discouraged.
- Elevators will be limited to two riders at a time.
- Communal items such as newspapers and magazines will be removed from public spaces.
- Ventilation, temperature, humidity and air purification controls inside the venue will meet the standards set by public health regulations.



# Physical Distancing

The Government of Alberta currently recommends maintaining two meters of distance from other individuals or groups of people. We will implement protocols to ensure our guests and staff can maintain a healthy distance from others.

- Guests and staff will be advised to practice physical distancing by maintaining at least two meters of distance from other individuals not part of their cohort group.
- The venues will take appropriate measures to accommodate physical distancing in high-traffic areas including:
  - *Reconfiguring table and chair layouts in seating areas to accommodate two-meter spacing.*
  - *Using place markers to identify two-meter spacing in high traffic areas or where lineups may occur.*
- Event setups (meeting, gala, tradeshow, concert etc.) will be reconfigured to allow for two meters of physical distancing and to abide by capacity limitations based on Government of Alberta requirements.



# Cleaning and Sanitation

Our venues use cleaning and sanitation products that are approved by Health Canada and are effective to disinfect against bacteria, viruses and other airborne pathogens.

- The venues will closely follow all cleaning and sanitation guidelines developed by the GBAC STAR™ accreditation program.
- Our housekeeping and cleaning staff will be trained in the proper cleaning protocols, disinfection techniques and work practices to address biohazards and infectious disease including respiratory illness and COVID-19.

## FRONT OF HOUSE

- Housekeeping and cleaning staff will increase the frequency of which high-touch areas are cleaned and sanitized. High-touch areas will be sanitized after every transaction (where possible) or at least once per hour. These areas include (but are not limited to):
  - *Pay stations, concession counters, credit and debit machines, vending machines, elevators and elevator buttons, escalator and stair handrails, door handles, public restrooms, ATMs, dining surfaces and seating areas.*
- Housekeeping and cleaning staff will utilize industrial machines to sanitize and scrub exhibit hall floors.

## BACK OF HOUSE

- Housekeeping and cleaning staff will increase the frequency of which high-touch back-of-house areas are cleaned and sanitized. These areas include (but are not limited to):
  - *Employee staff areas, employee entrances, locker rooms, employee restrooms, loading docks, kitchens, offices and overhead entrances.*



# Food Service

All food service areas will be operated as per Public Health Act regulations including the Food Regulation and the Food Retail and Foodservices Code in addition to existing occupational health and safety requirements.

- Buffet style food service and self-serve beverage stations will be suspended and replaced with a full-service model until further notice.
- Venue concessions will serve pre-packaged food and condiments in sealed single-use containers.
- Self-serve food, condiments and utensils will be removed from public areas and will be available from behind the cashier or server.
- All flatware will be provided in a pre-rolled napkin or wrapped in plastic where possible.



# Employee Responsibilities

Our employees share in the responsibility for creating a safe and healthy environment for everyone. As an employer, we provide our staff with the appropriate resources to effectively participate in our Healthy Venues program.

- All employees and contractors are required to complete our Fit for Work symptom assessment questionnaire prior to the start of each shift.
- Employees are required to stay home if they are presenting any known symptoms of COVID-19, including cough, shortness of breath and fever.
  - *Employees who are exhibiting symptoms while on property OR who live with a sick family member are instructed to notify their manager immediately.*
  - *Employees who are exhibiting symptoms will be directed to self-quarantine and will not return to work until they have met the requirements pursuant to Government of Alberta guidelines.*
- All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact.
- Employees will be retrained on the importance of proper handwashing techniques and will be directed to wash their hands, or use an alcohol-based hand sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities:
  - *Using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the venue, going on break and before or after starting a shift.*
- Appropriate PPE including masks and gloves will be worn by all employees in adherence to City of Edmonton Bylaw 19408 and Government of Alberta regulations.
- Venue management is committed to providing ongoing communication and training to employees as it relates to COVID-19.



# Case Notification

There are steps we can all take to maintain a healthy community. We will continue to monitor information from our governing health authorities as it relates to COVID-19.

- Before coming to our venues, clients, guests and staff are encouraged to download the ABTraceTogether app on their mobile devices.
- If we are alerted to a presumptive case of COVID-19, we will work with Alberta Health Services to follow the appropriate recommended actions.
- Venue management will consistently monitor the Government of Alberta, Public Health Agency of Canada and World Health Organization to stay current on recommended actions and best practices related to COVID-19.