

Centre **Shaw)** Centre

SAFE SPACES

A Re-opening and Safety Guidance Plan

CLIENTS

Date Published: October 2020

Date Updated: November 2021

MESSAGE FROM THE PRESIDENT AND CEO	3
DELEGATE EXPERIENCE	4 - 6
CUSTOMER JOURNEY	4
VISITOR SCREENING	5
CONTACT TRACING	6
ENHANCED PROTOCOLS AND SUPPORT	7 - 11
ADDED SAFETY MEASURES	8
FOOD AND BEVERAGE	9
SIGNAGE AND SUPPORT	11
CLIENT CHECKLIST	12

Centre **Shaw** Centre

Dear Client,

Our team is thrilled to welcome you to the Shaw Centre and provide you with the high level of customer service that our Centre is known for.

You will see that the Shaw Centre’s Safe Spaces plan provides an overview of the stringent procedures that are being recommended to ensure that the health and safety of our staff, clients, delegates and suppliers remains our utmost priority while we welcome you and your delegates into our building.

It outlines the detailed provisions that the Shaw Centre will be undertaking to safely enable meetings and events within our building and how they will be facilitated in a way that keeps you and your delegates safe.

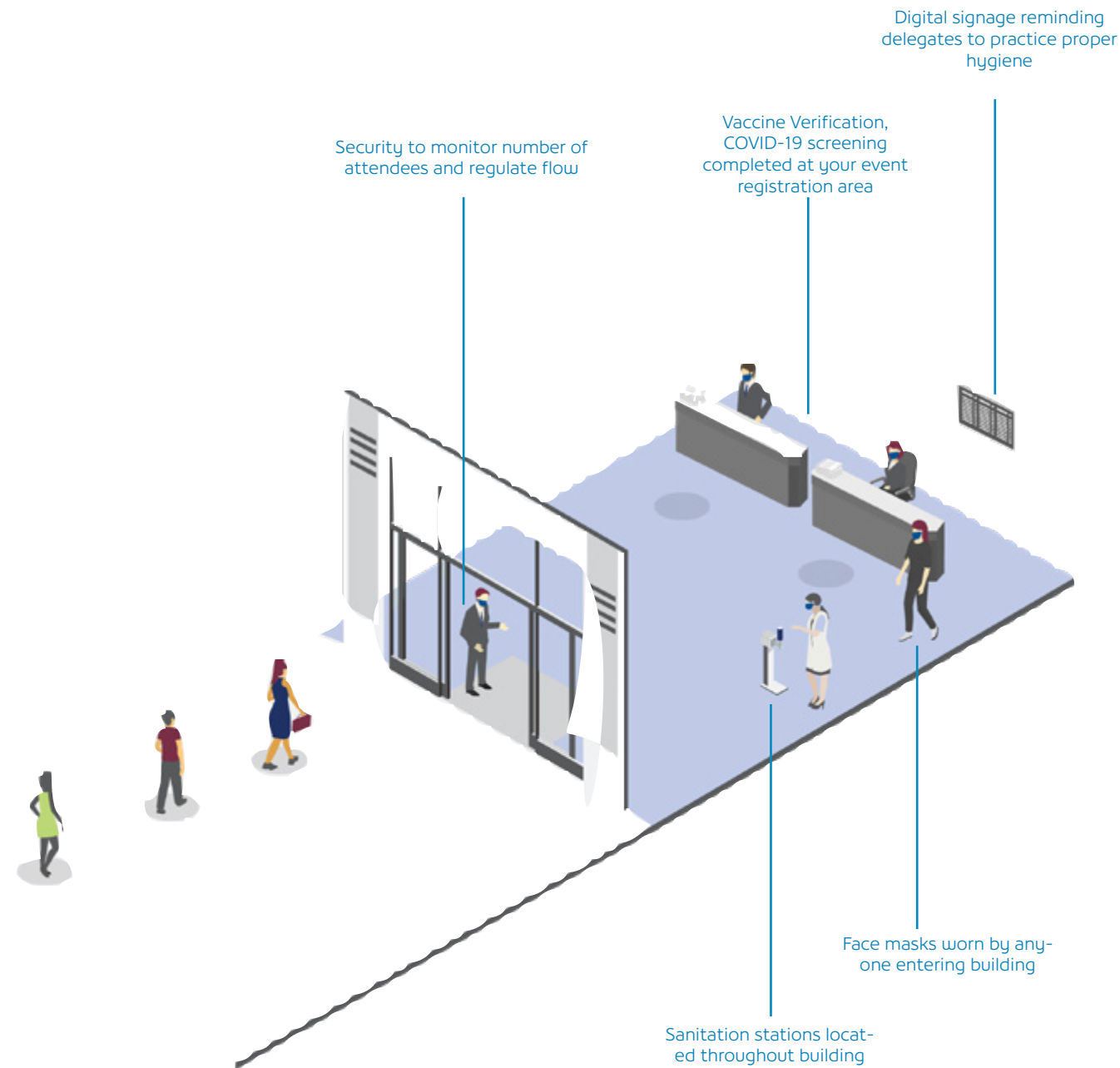
Many recommendations included in this plan were developed taking in to account current Government and Public Health protocols and as those protocols are continuously evolving, the recommendations in the plan will also evolve as required. The Ontario Government’s [“Guidance for professional meeting and event facilities during COVID-19”](#) is the basis of our Safe Spaces plan.

As we look forward to welcoming you through our doors, we will do so knowing that we are continuing our high level of client service by providing your guests with a safe environment for your meeting and event needs.

Sincerely,



Nina Kressler
President & CEO



Required under Ontario Regulation 364/20 section 3.1, all guests of the Shaw Centre are required to wear masks indoors (exemptions can be found via this [link](#)). Ottawa Public Health suggests that non-medical masks, when used with proper mask hygiene, is an added level of protection that can be used to protect against those who have COVID-19 and for those that are asymptomatic. Masks are not a final solution protection, but rather another enhanced measure of safety when used with proper hand washing and social distancing.



The COVID-19 vaccine is a safe way to **help build protection**

As of September 22, 2021, per the government of Ontario, the Shaw Centre will require individuals to be fully vaccinated (two doses plus 14 days) and provide their proof of vaccination along with photo ID such as a driver's licence or health card to access the Shaw Centre.

Individuals who cannot receive the vaccine due to medical exemptions will be permitted entry with a doctor's note until recognized medical exemptions can be integrated as part of a digital vaccine certificate. Children who are 11 years of age and younger and unable to be vaccinated will also be exempted from these requirements.

The client is responsible for collecting all vaccine verifications from their delegates at the time of their arrival. Suppliers of the event should also be vaccinated in order to participate.



Screening Procedure

Event organizers and their onsite staff will be screened by Shaw Centre Security upon arrival. Screening will include a standard COVID-19 screening check list, proof of vaccination as well as ensuring face masks are worn and hands are sanitized upon entry.

Event organizers will be asked to screen their delegates upon arrival using a COVID-19 related questionnaire and not enter the building should they answer 'yes' to any of the questions. Screening and proof of vaccination will be at the client registration desks immediately outside their designated function spaces. The client will also be asked to sign an attestation form. If the client lacks the resources to manage this process, security can do so with an applicable standard cost. The client needs to have 1 security guard working the function to ensure guests are wearing masks, to assist with the guest flow, and to ensure all guests are meant to be in attendance.

Shaw Centre has implemented a contact tracing protocol to assist with tracking potential infections should a delegate who was onsite test positive for the virus.

Contact Tracing

Your Event Services Manager will require a copy of the delegate list including contact information prior to the date of the event and an updated list of which delegates actually attended will need to be provided by the end of event day. This list is integral to ensuring a safe event as it will be used to assist Public Health with contact tracing if a suspected case was onsite the day of your event. When possible, we ask that you indicate where delegates were seated on a floorplan. Delegates are asked to remain seated in the same seat for the duration of the event. Groups will be assigned dedicated restrooms and we ask that you assist in ensuring your delegates remain in the allocated spaces.

Temporary Capacity Limits

As per the government of Ontario capacity limits for events that include dancing, are limited to the number that can maintain a physical distance of at least 2 meters from every other person in the establishment and in any event, may not exceed 25% capacity or 250 persons, whichever is less.

Other health and safety measures

- All visitors will be **required to wear a mask** prior to entering the facility in accordance with the Ottawa Public Health bylaw
- Diversy EcoLogo products will be used throughout the facility that are **approved for use by health authorities** and effective against the COVID-19 virus. These products are environmentally friendly
- Staff **thoroughly trained** on all new protocols
- Dedicated restrooms and food service area
- Electrostatic sprayers to **disinfect prefunction spaces**
- Increased number of **hand sanitizers placed in visible locations** through the facility
- Screening process in place for all employees
- Stagger events and guest arrival
- Assist with guest flow within the facility
- Unused public areas will be cordoned off to **reduce touch points** for delegates
- Employees will be wearing appropriate **personal protective equipment** as required to protect our guests and themselves
- We are diligently **working with all contractors and suppliers** to ensure that hygiene measures are aligned with our standards
- Tech tables and head tables provided by the Shaw Centre are **linen-less** to allow for proper sanitizing
- We have been a **cashless facility** since January 2020
- Doors throughout the facility will be **propped open** when permitted by weather and fire code
- Access cards to rooms will be disinfected

Added Hygiene Measures within Meeting Rooms:

- Hand sanitizer placed on the podium
- Sanitation station placed in each room with hand sanitizer and sanitizing wipes
- Linen-less tables
- Alcohol-based disinfectant hand wipe preset at each place setting
- Meeting room furniture sanitized at the beginning of each day

These items will be available upon request:

- Individual water bottles
- Notepads, pens and mints
- Meeting room doors propped open



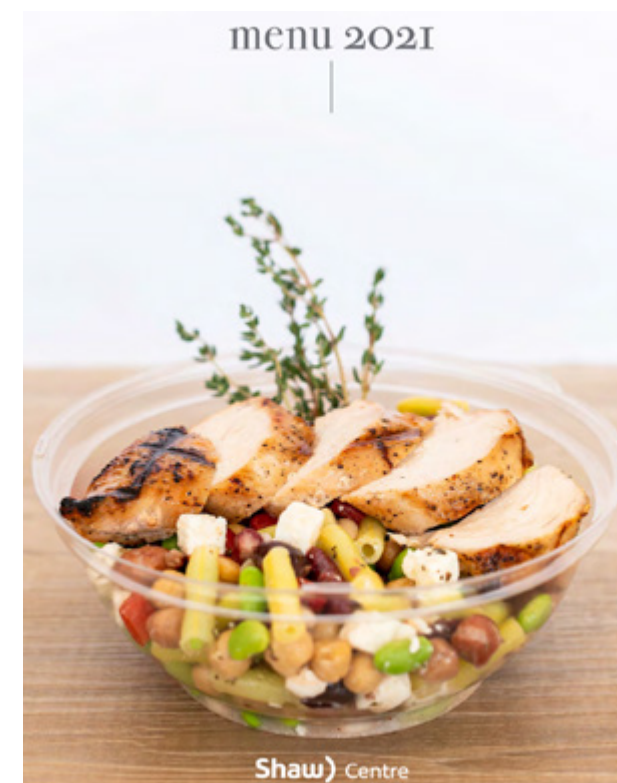
Clean Team Program

The Clean Team program was created to ensure that all common touchpoints in both the back and front of house will be properly cleaned and sanitized in accordance with Public Health recommendations. Employees from every department will be assigned and will be responsible for the sanitization of their departments most common touch points. The housekeeping department will be responsible for touchpoints in the Front of House areas.

- In addition to routine cleaning, surfaces that have frequent contact with hands should be cleaned and disinfected frequently
- Examples include doorknobs, elevator buttons, light switches, toilet handles, counters, handrails, touch screen surfaces and keypads

From coast to coast we have true artisans that work hard to provide the centre with their highest quality products, allowing us to offer our guests a transformative culinary experience. The current climate has produced a lot of change within many industries, and culinary is no exception. Our guest experience remains one of our top priorities and our culinary team is here to assist you with your dietary preferences, all while delivering a world class product in the safest possible way. We've selected prepackaged options which are available upon request.

We look forward to working with you on ensuring a successful and memorable event!



Light Breakfast

Get up and go with these light and healthy breakfast options.

All Breakfast Stations served with Premium Apple Juice, Premium Orange Juice, Starbucks® Organic Coffee, Decaffeinated Coffee and Teavana® Tea.

Morning	\$23.00	Pre-Packaged Offering
Fresh Cut Melon, Seasonal Fruit and Berries	✓ VV ✓ GF	Bento Box - Express
In-House Baked European Danishes, Butter Croissants and Muffins	✓	\$28.00
Individual Probiotic Yogurts	✓ GF	Fresh Cut Melon, Seasonal Fruit and Berries
		✓ VV ✓ GF
		Parfait with Natural Greek Yogurt, Granola, Chia Seeds and Fresh Berries
		✓ GF
		Hard Boiled Egg
		✓ GF
		In House Baked Croissants, Individual Butter and Preserves
		✓
Warm-Up	\$28.00	
Fresh Cut Melon, Seasonal Fruit and Berries	✓ VV ✓ GF	
In-House Baked European Danishes, Butter Croissants and Muffins	✓	
Build Your Own Healthy Parfait	✓ GF	
Natural Greek Yogurt, Chia Seeds, Local Apiko Honey, Fresh Berries and Toasted Almonds	✓	
Individual Flourless Spinach and Mushroom Frittata	✓ GF	
Mini Maple Apple, Artisan-Style Chicken Sausage and Sage Quiche	✓	
Healthy Starter	\$29.00	
Fresh Melon Compressed with Basil and Honey	✓ GF	
Chocolate Zucchini Breakfast Loaf	✓	
Parfaits with Natural Greek Yogurt, Granola, Chia Seeds and Fresh Berries	✓ GF	
Heirloom Tomato Carpaccio with Shaved St-Albert Aged Cheddar	✓ GF	
Mustard Crusted Hot Smoked Atlantic Salmon	✓ GF	

Locally sourced products is just one way we showcase Ontario to the world.

Service style and availability of menu items will be adjusted in accordance with public health guidelines based on restrictions of the time of the event.

21 person minimum for service or \$100.00 plus 10% service charge will apply

✓ Vegetarian ✓ Vegan ✓ Dairy Free ✓ Gluten Free

HIGHLIGHTS

- Protective barriers at bars
- Recyclable or compostable vessels for prepackaged service
- Removal of bulk-service food and beverage containers
- Individual roll-ups
- Hand sanitizing stations placed within proximity of food service area
- Assistance provided for queue management

We Are Here to Support You!

- Information sheet available for our clients to share with their delegates and suppliers with an outline of arrival process, PPE, hygiene measures, etc. Takes the guess-work out of preparing everyone for their arrival
- We will work with our clients and Public Health to effectively contact trace should a delegate visiting our facility test positive for COVID-19
- Working closely with our partners at Encore to support our clients with hybrid meeting needs
- We also ensure that our partners and suppliers have developed and are implementing similar safe operating procedures. Encore's [MeetSafe](#) plan is an example of this

We Are Still Green!

Staying green is still a top priority at the Centre. We have always prided ourselves in using EcoLogo sanitizers and have adopted new Diversey EcoLogo products that are approved for use and effective against the COVID-19 virus while remaining safe for the environment.

Our Leave A Legacy program is still active, but with an added quarantine period to ensure that the products we are donating to charities can be received safely by the organizations. Our Event Services Managers and Marketing Department will work with all of our events to see that any viable items left behind are being donated to a great cause.

Food Rescue has been a successful avenue for our food donations pre-pandemic and will continue to be a program we contribute to whenever possible. The leftover food that is being donated remains sealed and is not opened until it is received at its final destination; a local Ottawa charity serving those in need.

Client Checklist for A Safe & Successful Event

- Conduct a fully virtual registration process to avoid large line-ups just before your event begins
- Share Delegate Communication document with all delegates attending the event onsite
- Share Supplier Communication document with all suppliers
- Work with your Event Services Manager to stagger supplier move-ins & move-outs
- Build additional time into your program for breaks and meals
- Appoint a team member to act as a health-and-safety officer. Ensure this individual is onsite for setup, event days and tear-down
- List of names and telephone numbers for all suppliers, delegates, speakers and your event staff are to be provided to Event Services Manager prior to event day and an updated list following the event
- Have masks available for delegates who may arrive without a mask
- Communicate designated building entrance and assigned meeting space to attendees
- Screening process sent to Event Services Manager for approval

Please check our website for the most updated information: shaw-centre.com

Suggested housekeeping notes delivered during welcome address:

- Location of restrooms
- Hand sanitizer available in the water station
- Location of recycle bins within the room for delegate water bottles

Centre **Shaw)** Centre

Shaw Centre

55 Colonel By Drive

Ottawa, ON K1N 9J2

Tel: 613.563.1984 | Toll Free: 1.800.450.0077

Email: info@shaw-centre.com

An Agency of the Government of Ontario