



VANCOUVER ISLAND  
CONFERENCE CENTRE

# SAFETY ALWAYS

## Welcome Back

We have all been through an exceedingly difficult period in our lives and history, and continue to work and live through these challenges. COVID-19 has changed our world forever, and the way we host our events. We understand the value of your business and special events, and it is with a sense of renewal and purpose that we welcome back our clients, attendees, business partners and employees.

At the Vancouver Island Conference Centre (VICC), the health and safety of our guests and staff has been and always will be our top priority. We have planned very carefully to welcome all of you back to the VICC, prioritizing the health and safety of everyone that walks through our doors. We are committed to upholding the highest standards of cleanliness and safety protocols to ensure everyone's safety and well being.

In developing the operating plan specific to tradeshow, convention, meeting or special events, we ask that you familiarize yourself with the guidelines established by the Centres of Disease Control and Prevention (CDC). The VICC plans to monitor all COVID-19 developments closely in alignment with local, provincial and national agencies; and we will revise our protocols as this guidance evolves.

Your health and safety are our highest priorities and we look forward to welcoming you back and being together again.

*Chuck Loewen*  
General Manager



### Employee Hygiene & Wellness

Precautions have been implemented that include mask wearing, general health checks, frequent hand-washing and staying home when sick.



### Cleanliness

Hand sanitizing stations located in common areas, as well as regular disinfecting of frequently touched locations, surfaces and equipment.



### Social Distancing

Updated floor plans and capacities for social distancing. Masks mandatory when not seated at a table. Informational/directional signage throughout venue.



### Event Planner Guidelines

Virtual site visits available. Requirements for safe and physical distancing inside spaces to include staggered ingress and egress.



### Food & Beverage

Attendant only served buffets and plated meals. Custom menus focused on local ingredients that limit contact in the kitchen. Physical distance and cleanliness procedures.



### Audiovisual

Enhanced cleanliness, disinfecting and physical distancing procedures.



## Employee Hygiene & Wellness

The Vancouver Island Conference Centre is committed to ensuring that our venue is as safe as possible. The following guidelines will illustrate the measures we have taken to help protect the health and well-being of our employees and guests:

- The VICC will monitor all municipal, provincial and federal guidelines in regards to COVID-19, and regularly update our employees as this information evolves.
- All employees will be evaluated daily before beginning work for signs of illness, such as fever, cough, shortness of breath, chills, muscle pain, sore throat, or new loss of taste or smell.
- All employees are required to wear a face mask in all public areas.
- Employees are required to stay home if they are sick.
- Employees are required to stay home if they have traveled internationally in the past 14 days.
- Employees showing symptoms consistent with COVID-19, will be isolated and sent for medical attention or self-quarantine pursuant to CDC guidelines.
- Employees with COVID-19 illness or exposure will not be allowed to return to work until they have met the CDC return to work criteria
- All employees who prepare or handle food will be required to wear a face mask and gloves.
- Employees will be required to complete thorough training regarding the updated hygiene standards and practices.
- Employees will be required to wash their hands according to CDC guidelines, which include:
  - Before and after work-shifts
  - Before and after breaks
  - After blowing nose, coughing, sneezing
  - After using restroom
  - Before eating and preparing food
  - After putting on, touching, or removing face masks and gloves
- Employees will practice routine cleaning and disinfecting of frequently touched objects and surfaces such as workstations, keyboards, and telephones and refrain from using each other's phones, desks, offices, or other work tools and equipment when possible.
- Employees will receive regular communications advising them of any ongoing developments and the protocols the company has put in place to manage COVID-19.



## Cleanliness

The Vancouver Island Conference Centre will follow the CDC Guidance for Cleaning and Disinfecting to develop, implement, and maintain a plan for regular cleaning. Guest sanitization stations will be added in common areas throughout the conference centre. All rooms and common areas have received a thorough deep-cleaning including:

- Shampooing and steam-cleaning of carpets
- Regular maintenance on HVAC filters

Locations, surfaces, and equipment that are all occupied and frequently touched, such as the ones listed below, but not limited to, will be regularly disinfected using protocols approved by the CDC:

- Elevator control panel & handrails
- Handrails
- Door hardware
- Restrooms
- Loading/Shipping dock
- Kitchen
- Food pantries
- Ice machines
- Light switches
- In-room telephones
- Garbage/recycle bins



## Social Distancing

The Vancouver Island Conference Centre will be diligent in addressing the health risks of operating in the close confines of our event spaces; therefore, establishing and managing social distancing between our attendees and employees is a key component. The following steps will be taken by the VICC:

- All employees, contractors and guests are required to wear a mask when not seated at a table
- Signage will be installed in common areas to communicate recommendations, health alerts, and guidelines
- "Thank You For Keeping a Safe Social Distance" discs will be used throughout the venue on carpeted floors
- Floor plans have been updated with social distancing guidelines of at least two (2) metres / six (6) feet of separation from seating to seating.
- Room capacities have been re-calculated to ensure at least two (2) metres / six (6) feet of space between attendees
- Where practical, lobby furniture will be re-positioned, restricted, or removed to allow for social distancing
- Doors to meeting spaces & restrooms will be placed in open position when possible to limit touching



## Event Planner Guidelines

The following precautions should be taken by the client and their contractor for all events:

- The VICC and the event organizer is responsible for mandating attendees to wear masks at all times when not seated at a table.
- The organizer is responsible for collecting first and last names, telephone numbers or email address of every patron who attends the event and retain this information for 30 days.
- Consider having exhibitors, attendees, contractors wear face masks.
- Install hand sanitization stations within booked space.
- Assign exhibitor move-in/out times to minimize the number of people on the loading dock and entrances.
- Install plexiglass shields on exhibitor tables and registration desks.
- Install removable decals on floor at registration for attendees to follow indicating acceptable amount of space between each other.
- Move to digital registration.
- Sell advanced tickets to stagger attendee arrival times.
- Discourage handshaking.
- Provide digital programs or an app for the event.



## Food & Beverage

The Vancouver Island Conference Centre Food & Beverage contractor, Compass Group Canada has assessed its food preparation and handling, and new practices will be implemented to align with best practices for safety, hygiene, social distancing and reduce overall contact when possible. Protocols include but are not limited to:

- Food & Beverage employees must wear a face mask and gloves.
- Kitchens will be deep cleaned and disinfected at least once per day.
- Food preparations stations will be sanitized before and after each use.
- Custom banquet menus will be created to focus on local quality ingredients that reduce the amount of contact in kitchen prep and production areas.
- The following self-serve food and beverage items will be replaced temporarily with the following:
  - individually plated meals or boxed meals
- Coffee & other break functions will be self serve with sanitizer available and continuous replacement/sanitization of utensils.
- Table linens will be changed after each use.
- Bar offerings are limited to packaged beer, wine and cocktails. No garnishes.
- Pre-wrapped cutlery.
- Guests will hold their own ID for bartender to inspect.
- Banquet tables will be placed two (2) metres / six (6) feet apart.
- Table pre-set service items will be removed. Single-use salt and pepper, and sugar packets will be offered.
- Plexiglass shields will be installed at concessions and bars.



## Audiovisual

Our preferred Audio Visual supplier is SW Audio Visual. SW Audio Visual will follow the below protocols:

- All AV technicians are required to wear face masks.
- The AV technicians will use hand sanitizer throughout the day and after every client interaction.
- The AV technicians who are guest-facing or who come in direct contact with guests, will be required to wear a face mask and gloves.
- The AV contractor will enhance equipment cleaning protocols to all high-touch equipment such as, but not limited to, microphones, laptops, wireless remotes, keyboards, mice and communication handsets will be disinfected after each session.
- The AV contractor will work to adapt procedures for set/strike and in-room technicians to maintain social distancing.

**The guidelines included are subject to change pending direction from the CDC**

