

JOHN D. BRADLEY

CHATHAM-KENT CONVENTION CENTRE



CKCC MEET SAFE GUIDE

In addition to our existing Health and Safety plan, we have created a guide to educate all visitors, guests and employees on the what the new reality of events will look like here at the John D. Bradley Centre. We have adapted to all new standards and procedures to provide a safe, clean and healthy environment.



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GUEST SAFETY

MEET SAFE

Our number one priority is the health and safety of all visitors and employees the moment they walk through our doors. We have implemented new, enhanced measures and protocols to adapt to the our new reality and will work diligently with you to create an unforgettable event.

Our **MEET SAFE** guide was developed following the principles and policies of Compass Group Canada, federal and provincial government and Chatham-Kent Public Health. Even though how we host events may feel different, we continue to provide a service that will make your event safe and successful.

MANDATORY TRAINING OF ALL ASSOCIATES ON COVID-19

Associates have completed online training modules that outline the COVID-19 situation and procedures. This includes what the hazards are and the controls in place to protect themselves and visitors.



HAND SANITIZER STATIONS

There are several touch-less hand sanitizer stations throughout our facility in high contact areas such as entrances/exits, lobbies and washrooms.



MANDATORY MASKS

All employees and visitors must wear a mask upon entering the building, meeting rooms, washrooms and lobbies or hallways. All employees are required to wear a mask and gloves when handling food, dishes or silverware. Attendees masks may only be removed during the consumption of food and/or beverage while seated at a table.



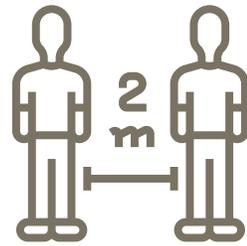
As per the Municipal By-Law 101-2020 "All persons entering or remaining in these premises must wear a mask of face covering that securely covers the nose, mouth and chin."

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GUEST SAFETY

PHYSICAL DISTANCING

Physical reorganization tactics such as moving tables or rearranging workstations, as well as visual indicators such as floor dots will provide employees and guests with clear instruction on how to remain physically distant from each other. To reduce the risk of spreading COVID-19 we will be making sure all spaces are arranged to ensure physical distancing of 6feet or 2 metres away.



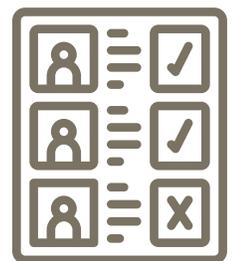
ENHANCED CLEANING AND DISINFECTION PROTOCOLS

We have developed a list of all high-touch points that must be regularly disinfected by the assigned employee who is required to log them into a template. These surfaces include but are not limited to counters, desks, door handles, public washrooms, handrails, push plates, telephones, tables and chairs. These areas will be disinfected using products approved by Ontario Ministry of Health.



ATTENDEE TRACING

Event Organizers must record and maintain an attendees' list in the event anyone using the facility tests positive for COVID-19. The event organizer may then be responsible to work with CK Public Health to assist with contact tracing if required.



EMERGENCY EVACUATION

In the event of an emergency follow the evacuation plan while maintaining social distance and wearing a mask. Every meeting space has an evacuation plan posted inside the room.

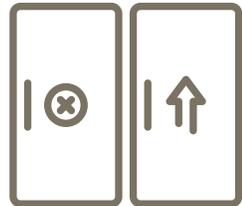


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CONTROLLING TRAFFIC FLOW

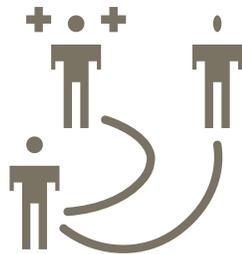
DESIGNATED ENTRANCES

Our facility has multiple options with controlling the incoming and outgoing flow. With two main exterior entrances/exit areas we can easily manage attendees/visitors coming and going from our facility.



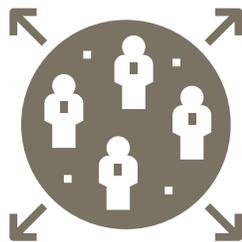
PHYSICAL DISTANCING

Maintaining the recommended 6 feet/2meters from everyone can easily be achieved within our facility. With large common areas such as pre-function spaces and hallways it gives us the ability to manage capacity and flow of people to keep everyone safe. In Key areas of movement there will be floor decals and signage to support distancing among attendees and encourage one-way movement



OCCUPANCY LIMITS

Our management team will monitor capacity through communication with the event organizer and by counting entrance/exit to ensure the facility is compliant with assigned occupancy and public health restrictions.



LIMITED USE OF COMMON AREAS

All pre-function space and furniture has been reconfigured to discourage social gatherings and encourage appropriate traffic flow. All furniture will be spaced out throughout the facility to ensure physical distancing.

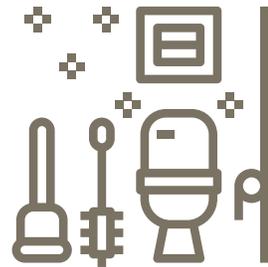


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CLEANING

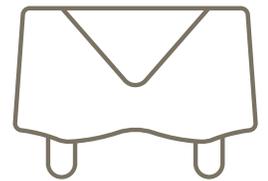
WASHROOMS

All our washrooms have barrier free entrances/exits and feature touch-less faucets, soap dispensers, toilets and paper towel dispensers. Every washroom will be thoroughly cleaned and sanitized before, during and after each event. When an event is in duration all staff know to increase the frequency and visits to the washrooms for cleaning and sanitization.



LINENS

At this time we discourage the use of linens to help decrease the risk of contamination. Single use linens are available upon request.



INCREASED DEEP CLEANING & SANITIZATION

In addition to our existing cleaning schedule, we will be thoroughly cleaning and sanitizing spaces and furniture prior to the event move-in, before the event starts and after the event has moved-out of the facility. All high touch areas will be sanitized such as door handles, handrails, tables, chairs, etc.



CLEANING PRODUCTS

All cleaning products in our facility meets provincial and federal guidelines regarding effectiveness against viruses, bacteria and other airborne and blood borne pathogens. Compass Group Canada requires all units to use approved cleaning products to ensure safety through proper disinfection.



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FOOD AND BEVERAGE

Our facility is fully equipped with a state-of-the-art kitchen with equipment that makes it easy to provide a safe environment to create your guest's meals. Our fully staffed in house catering team and Chef de Cuisine Certified Chef ensure all food handled is prepared with the utmost safety and precaution.

OUR TEAM IS PRACTICING THE FOLLOWING TO ENHANCE ALL EXISTING FOOD SAFETY MEASURES:

- Implement enhanced cleaning and disinfecting schedule including attention to high-touch points. Logs will be taken to track completion and frequency. This should include between shifts and after breaks.
- Kitchen staff will be assigned to a workstation and sharing of workstations and tools will be discouraged. Cleaning and disinfecting will be required before, during and after use of work area
- Workstations will be staggered to avoid having staff working next to each other.
- White/clear gloves will be reserved for food handlers.
- Blue gloves will be reserved for cleaning and garbage/recycling
- Hand hygiene signage will be posted at each sink
- The number of garbage cans will be increased to ensure coverage in all areas where disposable PPE will be discarded
- All meals will be pre-plated and/or pre-packaged and dispensed by our culinary team to your meeting room
- Contactless payment technology for bar service



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BEST PRACTICES

Planning events is not the same as it used to be, but luckily as event planners you have plenty of experience to quickly adapting to change. We have put together a list of best practices that will help guide you when planning an event with us. Even though we as a facility will have the same guide to follow we recommend that you create your own plan in addition to ours. Our experienced on-site event planner will be there for you every step of the way before, during and after your event with any questions and help you may need along the way.

SAFETY FIRST

Read and research all the latest updates from local health officials regarding events and gatherings. Make sure to ask your venue what their policies and requirements are for events, each venue may vary. Consider smaller audiences in order to maintain adequate social distancing norms. Coordinate with your venue an entrance, exit and seating plan to account for social distancing during the event.



ESTABLISH HEALTH AND SAFETY RULES

Create clear guidelines that you attendees must follow. These guidelines would be in addition to your venue's guidelines to assure extra protection for all attendees. For example, you could implement thermal screening, create signage that recommends "No handshakes" and/or "Mandatory Face Masks".

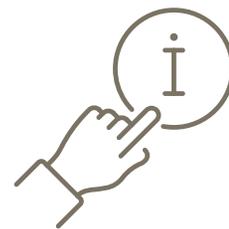


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BEST PRACTICES

INFORM YOUR ATTENDEES

Communication is key during the COVID era. Whether your event is happening next month or three months later, it's your responsibility to inform your attendees proactively. Send your health and safety rules to everyone prior to so they know what to expect and to answer any possible questions they might have. Be very clear in describing what is allowed, prohibited and what is advised.



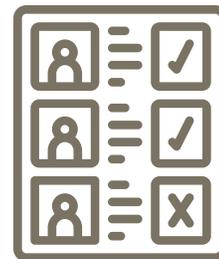
REGISTRATION PROCESS

Consider eliminating in-person registration to avoid line ups and congestion in one common area. There are many free or affordable online tools and options to facilitate a contactless registration process such as, Eventbrite, Brushfire, Bookwhen, or Ticket Tailor. Many of your communication materials and protocols can be communicated through this process at the same time. We discourage the use of lanyards and recommend using a sticker or recyclable name tags.



RECORD OF ATTENDEES

In accordance to By-Law 101-2020 of the Corporation of the Municipality of Chatham-Kent the following protocol must be adhered at our Facility: Event Organizers must record and maintain an attendees' list in the event an attendee tests positive for COVID-19 during or after the event. The event organizer will be responsible to notify the Chatham-Kent John D. Bradley Convention Centre and work with CK Public Health to assist with contact tracing if required.



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BEST PRACTICES

CREATE A SANITARY ENVIRONMENT

In addition to what your venue is already doing to provide a safe and sanitary environment, we recommend that you create a preparedness plan that include the steps you are taking to make your event a sanitary environment. These steps should be followed through during the entire onsite experience. These steps may included Lysol or sanitary wipes will be provided to each attendee or individual sanitizer bottles handed out before the event starts.



SEND OUT SURVERYS & QUESTIONNAIRES

Think about creating a survey/questionnaire to send out prior to your event to gain a better understanding about what your attendees expect during an event during this time to feel safe. This is a great strategy to ask questions that you need answers to help with the planning and creating an environment at your event that your attendees will feel comfortable enough to attend. A post event survey is key to understanding what the attendees liked and disliked so you know what worked and what you can improve on in the future.



