



ONWARD

MTCC Enhanced Safe Events Guide

NOVEMBER 2020

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At the Metro Toronto Convention Centre (MTCC), our highest priority is the health and safety of all visitors, customers and employees. As an industry leader, we will support our customers while events adapt to a new reality and work diligently to provide a safe, clean and healthy environment.

Our reopening guide was developed in consultation with Toronto Public Health and is aligned with the public guidelines provided by the Ministry of Health and the Ministry of Labour Training and Skills Development. It follows new industry guidelines and best practices established by the Tourism Industry Association of Ontario (TIAO) and the Canadian Association of Exposition Management (CAEM). These guidelines incorporate stringent facility operating procedures to safeguard visitors, employees, customers, and your attendees.

Please note that this document will be periodically updated as new information about the virus is made available or as health and safety measures are lifted, based on directives from government and public health officials. We are committed to keeping our facility safe, understanding that no one measure is 100% effective.

We are pleased to share that our facility has been awarded a Safe Travels Stamp by the World Travel and Tourism Council. The Safe Travels Stamp is an international symbol designed to allow travellers to recognize companies around the world which have adopted proper health and hygiene standardized protocols – so individuals can experience ‘safe travels’.



Things may be different, but our dedication to our community, our customers and our industry remains the same. We are committed to ensuring a secure, safe and healthy future for conventions, the business events industry and our community.

Resources:

- [Toronto Public Health](#)
- [Ontario Ministry of Health](#)
- [Ontario Ministry of Labour, Training, and Skills Development](#)
- [Canadian Association of Exposition Management: Safe Reopening Guidelines](#)
- [Tourism Industry Association of Ontario: Safe Stamp Travel Guidelines](#)

Message From President & CEO

As we navigate this challenging time for our city, country and industry, our highest priority remains the health and safety of our visitors and staff.

In March, we modified our operations to support our community during the COVID-19 outbreak. Canada and Toronto have fared well compared to many regions around the world, and now our province is progressively reopening for business.

Our team has been working hard every day to ensure that all events moving forward will have the highest level of safety and cleanliness. We would like to assure you that we are committed to making your event successful. As the largest and most experienced convention centre in Canada, we will be your partner as we forge ahead together. Our facility will adhere to heightened health and safety protocols while continuing to be an economic driver, a supporter of local business, and a place where experts gather to share ideas and make the world a better place.

To support the future success of the local hospitality and business events industry, we have also been working closely with the Ministry of Heritage, Sport, Tourism and Culture Industries (MHSTCI) and our partners, including Destination Toronto, TIAO, TIAC, IAVM and CAEM to create solutions and best practices for the future of our industry.

This is undeniably a challenging time for all of us in the business events industry, but it is a challenge that we will overcome together.

As well, we recognize that our team is our greatest asset. We will be implementing new protocols to protect them as well as they continue to achieve a 98 percent customer satisfaction rate – something we are incredibly proud of.

On behalf of all of us at the MTCC, we would like to wish you and your families well. We look forward to working with all of you once again to create successful, innovative and safe events.

Sincerely,



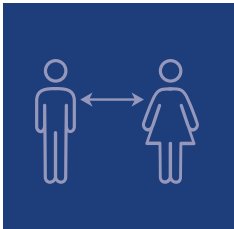
Lorenz Hassenstein

President & CEO
Metro Toronto Convention Centre

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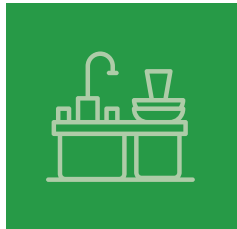
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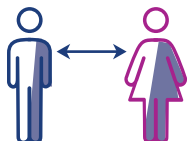
Facility Health And Safety Plan

The following is an outline of additional steps we have taken to create a safe environment for all events as we plan to move forward and help our customers create successful events. Our facility has always operated with very high health and safety standards. Our employees are required to complete SAFE training, which prioritizes safety before they complete any task.



Visitors will be required to wear a face mask

Designated Visitor Entrances. Attendees will be greeted by a security officer. They will enter the facility through one main entrance and will be subject to screening. As an enhanced safety measure, we will require visitors to wear a mask and ask attendees to use hand sanitizer. Signage will be prominently displayed throughout the centre outlining proper safety protocols, including mask guidelines and safe physical distancing practices. Only individuals who are attending an event will be permitted entry. Public access or thoroughfare will not be permitted.



Visitors will be advised to practice safe physical distancing

Physical Distancing. Visitors will be advised to practice physical distancing by standing at least six feet or two meters away from others while inside our facility. This rule will apply in areas including washrooms, elevators, escalators, and other common areas within the centre. We will adhere to provincial recommendations set out by public health authorities.



Frequency of cleaning and sanitizing has been increased in all public areas

Sanitizing High-Touch Areas. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces. These surfaces include but are not limited to counters, desks, elevators and elevator buttons, door handles, public washrooms, ATMs, escalator and stair handrails, push plates, handrails, ramps, telephones, point of sale terminals, tables and chairs. These areas will be disinfected using products approved by Ontario Ministry of Health.



Cleaning products, meet or exceed local, provincial and federal guidelines

Cleaning Products. Our facility uses cleaning products that meet or exceed local, provincial and federal guidelines regarding effectiveness against viruses, bacteria and other airborne and blood borne pathogens. We continue to work with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning products.

Hand Sanitizer Stations. Hand sanitizer stations will be placed throughout the facility at employee entrances, in high contact areas such as entranceways and in other strategic areas throughout the facility. These include reception areas, lobbies, the exhibit hall entrances, and elevator and escalator landings..

Pre-function Spaces. To promote safe physical distancing and to avoid congregation, furniture in pre-function areas will be repositioned. Any remaining furniture will be sanitized frequently. Bottle refill stations will be available in pre-function spaces, however water drinking fountains will be disconnected. To guide attendees through pre-function spaces, stanchions and/or floor decals may be used to direct traffic flow.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning have been increased and the volume of fresh air intake increased from 20% to 50%. Running hours of air handling units are now extended to further increase the turnovers of fresh air replacement in the facility. Testing of the air quality to ensure maximum fresh air exchange will occur regularly.

Doors. Main entrance areas and meeting rooms will be propped open to minimize touch points.

Washrooms. Washroom attendants will limit the number of visitors in washrooms and floor decals will direct attendees to available stalls, urinals and sinks to add separation and space. There will be frequent sanitation throughout all washrooms in the facility. This includes the disinfection of door handles, push plates, sink faucets, counters, toilet handles, lids of sanitary napkin disposal containers, soap and paper towel dispenser handles, baby changing stations, and trash receptacles. To avoid the spread of airborne microorganisms, hand dryers will be disabled. Posters will be displayed in our washrooms to remind visitors of proper hand washing guidelines.

Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the tools or equipment are transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, cleaning equipment, keys and all other direct contact items used throughout the centre.

Floorplans. Existing floorplans for all meeting room sets will be revised to ensure appropriate safe distancing. The event organizer will provide revised capacity charts, taking into account fire marshall requirements and physical distancing measures. Revised capacity charts will reflect an increase in aisle space to support physical distancing and two-way traffic where possible.

Signage. There will be health and hygiene reminders throughout the facility, including instructions on how to wear, handle and dispose of PPE and how to practice safe physical distancing. Digital signage will be used in common areas to reinforce these important messages.

Elevators. The number of attendees will be limited based on the size of the elevator. Appropriate signage with specific guidelines will be posted outside each of the elevators. All elevators will be sanitized frequently.

Escalators. Signage will be posted to ensure appropriate distance between each person on the escalator.

Linens. We discourage the use of linen to minimize exposure to contamination.

Water Service for meeting rooms. Individual water service will be temporarily discontinued. Alternative solutions are under review.

Back of the House. The frequency of cleaning and sanitizing will increase in high traffic back of house areas with an emphasis on the kitchen and food preparations areas, the employee dining room, employee entrances, uniform control room, employee restrooms, loading docks, and offices. Signage will be posted throughout the back of house and administrative areas reminding employees of the enhanced sanitation policies and procedures.

Health Concerns Procedures. Our security team has been trained on how to respond swiftly and report all presumed cases of COVID-19 by Toronto Public Health. Employees are instructed to stay home if they do not feel well. Employees and visitors who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or centre security (visitors). If we are alerted to a presumptive case of COVID-19 at the MTCC, we will work with Toronto Public Health to follow the appropriate actions recommended.

Suspected Case of COVID-19 on Site. In the event of a presumptive case of COVID-19, the attendee will be removed from public spaces and quarantined in a designated holding room. The specific meeting room will be designated daily to hold the individual(s) so actions can be taken as directed by Toronto Public Health.

Meeting Room Recovery Protocol. In the event of a presumptive case of COVID-19, the meeting room or designated holding room will be removed from service and quarantined. The meeting room will not be returned to service until the case has been confirmed or cleared. The room will only be returned to service after undergoing an enhanced sanitization protocol and approval by Toronto Public Health.

Parking. Our parking garages equipment and high touch point areas will be sanitized frequently. Touchless payment is available at parking entry/exit gates. A protective screen has been installed at the north parking office reception desk.

Retail Spaces. In coordination with our retail partners and tenants, attendee occupancy limits will be enforced to allow for appropriate distancing at our leased retail spaces.

Food and Beverage

The food and beverage operations at the Metro Toronto Convention Centre have always achieved the highest health, hygiene and sanitation standards in the hospitality industry. These unique times have demanded significant research, exploration and collaboration in redesigning enhanced culinary and safe service protocols.

As industry leaders our expert team of culinary and service professionals have worked diligently to deliver a food and beverage experience that exceeds the needs and challenges of the changing environment. Flexible, progressive and customized food and beverage service plans tailored to each individual client program will ensure the safest dining experience for everyone.

In consultation with Toronto Public Health, the Province of Ontario, and recognized partners throughout the hospitality industry, the following outlines best practices to ensure guests, attendees and our team members remain safe at all times while in our care. These food and beverage operating protocols have undergone significant scrutiny and industry examination and they continue to evolve as best practises are refined and applied.

The centre continues to support agriculture through our local food and wine procurement program. We remain committed to repurposing unused food and distributing meals to many of Toronto's most vulnerable communities. These initiatives have never been more important.



Staff will receive safe food handling and service retraining



Hand sanitizer stations positioned at every entrance



Service equipment will be inspected and recertified

Before We Open

- Before returning to work all food & beverage employees will receive updated comprehensive accredited health and sanitation safe food handling and service retraining, as approved and provided by the City of Toronto Public Health Department and the Ontario Ministry of Health to ensure all employees have the skills and education necessary to protect themselves and our guests.
- Independent accredited sanitization consultation group will also access the centre's preparedness to safely reopen under current requirements.
- Training for all food & beverage staff on how to properly use and dispose of all authorized PPE equipment will be mandatory.
- All kitchen, stewarding and service areas, front and back of house, will receive accredited deep cleaning treatment prior to opening.
- Production and service models have been redesigned to isolate service functions and minimize staff transit throughout the facility, between buildings and events.

- Hand washing and/or touchless hand sanitizer stations positioned at every entrance and exit to each culinary and service work area to ensure constant hand hygiene along with touchless trash receptacles.
- Updated safe hygiene instructional signage posted throughout back of house areas directing staff of all current sanitation practices, as well as proper use and disposal of all authorized PPE
- All cooking, cleaning, disinfecting and service equipment will be inspected and recertified as required to ensure optimal safe service levels.

Back of House

- Approved local and provincial PPE will be worn by all employees at all times based on their role and responsibilities.
- Physical distancing best practices will be applied to all employee service areas, meal rooms, transit and traffic areas within the facility, with authorized PPE used when not possible.
- Employees will be provided with all required PPE equipment at the beginning of each shift, cleaning, sanitation and/or disposal of all PPE equipment will be administered by the centre.
- All culinary, stewarding and banquet service prep areas and workstations are sanitized every 20 minutes or between each use.
- Frequently touched objects and surfaces in all prep and service areas are thoroughly cleaned and disinfected every 20 minutes or between each use.
- Culinary, stewarding and service work areas are deep cleaned and thoroughly sanitized daily including all high traffic back of house areas, employee meal rooms, staff entrance, uniform control rooms and employee restrooms.
- China, cutlery, service utensils, glassware and all service equipment are sealed from contaminants once cleaned, safely ready for transit and next use.
- Shared kitchen and service equipment will be replaced and sanitized after each use during shifts including anytime equipment is transferred to a new employee.
- Kitchen, stewarding and banquet service areas are restricted to only staff assigned to each work area.
- Food & beverage production and service teams will not enter other work areas for equipment, supplies or transit.

- Under supervision all staff are required to thoroughly wash their hands between each change of task/activity or before moving to a new work station/area.
- Kitchen, stewarding and banquet service areas assigned trained dedicated safety and sanitation officers to ensure all enhanced PPE use, cleaning, disinfecting and physical distancing protocols are followed at all times.
- Each food & beverage service department and teams will conduct pre-shift briefings, reiterating and defining all safe food handling, cleaning, disinfecting, PPE use and hygiene protocols
- Production and service teams scheduled as separate teams/working groups, with alternating shifts on alternating days as required.

The Attendee Experience

- All food & beverage services will fully comply with City of Toronto Public Health and Ministry of Health agencies guidance and direction on safe service practices and physical distancing measures.
- Floor plans, room layouts, and meal areas reconfigured to approve safe maximum room capacities to ensure safe service practices and physical distancing measures.
- Guest logs maintained with name and contact information, table number and specific time of use and service.
- Public/pre-function area seating will be removed to ensure that attendees maintain physical distancing while waiting to be seated or served
- Single point of entry, implementing one-way traffic zones for all food & beverage services where possible.
- Food & beverage service areas where attendees may be required to queue will be clearly marked for appropriate physical distancing, supervised and directed by management and staff
- Multiple touchless hand sanitizer stations placed at the entry points to all food & beverage service areas.
- Self-serve food and beverage stations such as buffets, beverage & break stations, and Chef attended food stations redesigned to provide for touchless, staff serviced food stations adhering to all safe service practices and physical distancing measures.
- Buffets and equipment will be sanitized before, during and after service, to include carts, hot boxes and any other items used for transport.

- Place coffee breaks inside meeting rooms for controlled service environments with less interaction between groups where possible.
- Online pre-ordered custom menu selections for touchless attendee pick-up or seat delivered service.
- Plated menus will be engineered to create simplicity, confidence in the menu selection process and safe service delivery.
- Modifications to all shared table service items such as salt & pepper, breadbaskets, water jugs and wine bottles will be tailored to execute safe service.
- Sustainable pre-packaged single-use cutlery and napkins, silverware will be provided in linen rollups when required.
- Each place setting to include sanitary hand wipes.
- Meal room service, cleaning and reset times scheduled to provide for adequate safe service, cleaning, disinfecting and room flips.
- Breaks will be established to support staggered service times.
- Separate staff for serving and clearing, thorough hand washing protocols when changing service roles.
- All table coverings for food & beverage service stations to be replaced after each service or function.
- All dining tables and chairs sanitized after each use.
- Bar service will be custom curated to follow safe service practices, physical distancing measures and effective queue management.
- Non-hosted bars payments will be cashless.
- All bars and equipment will be sanitized prior to each use and set with sanitizing stations.
- Sustainable straws provided upon request.

Retail Food & Beverage Services – At The Café

- Redesign of queue management at retail food outlets to ensure beverage and food pick-up areas support physical distancing.
- Convert all grab & go offerings to touchless serve & go, supported by service staff.
- Self-serve condiment stations replaced with pre-packaged compostable or recyclable cutlery, napkins and condiments.
- Regulating the numbers of customers who enter a retail unit to avoid overcrowding

- Cashless payments
- Online pre-ordered custom menu selections for pre-paid touchless attendee pick-up.
- Additional service and pick-up locations based on group size.
- Plexiglas screens will be used at cash registers and counters.
- No open displays or unwrapped food and beverage products offered from self-service counters
- All service areas and frequently touched services cleaned and sanitized as required, at minimum every 20 minutes.
- Multiple touchless hand sanitizer stations placed at the entry and exit points at each retail service area.

Event Organizers Considerations

Health and safety has always been at the forefront of every event we host. As we move forward and reopen our doors, additional health and safety strategies have been implemented and the following best practices have been designed for event organizers.

These considerations may evolve as necessary and include new ways to manage traffic flow, registration, meeting collateral and more. All events and meetings must follow social distancing and safety guidelines set by the Government of Ontario and public health regulations.

We encourage you to review CAEM's Safe Reopening Guidelines, which have assisted us in developing a number of the recommendations and protocols below. It is important to note that CAEM's guidelines include professional oversight from infection prevention experts at Infection, Prevention and Control Canada.



As of July 7th, 2020, face coverings or masks are mandatory in all indoor public spaces

Health and Safety Protocols. Your Event Manager is available to you throughout the process to provide clarification on these considerations as you plan your event. We recommend that every event designate a member of their team as a coordinator for all health and safety concerns.

Please communicate to all participants how to practice appropriate physical distancing in accordance with public health regulations. As of July 7th, 2020, face coverings or masks are mandatory in all indoor public spaces. Event Organizers are responsible for providing masks to attendees.



A risk management plan template will be available for every event

Risk Management Plan. Events and meetings will be asked to submit their risk management plan, which will be reviewed by our team. A risk management plan template will be available for every event. Event organizers should have attendee lists available for contact tracing. If an event attendee tests positive for COVID-19 during or after an event, the event organizer will be responsible to notify the MTCC and work with Toronto Public Health to assist with contact tracing if required.



VOYAGE CONTROL

The MTCC is using an app called Voyage Control to schedule arrival times

Traffic Flow and Control. We will require that every event follow specific safe physical distancing as outlined by the Ministry of Health, and by Toronto Public Health, to control the flow and occupancy at meetings and events.

- The number of attendees, employees and contractors permitted in meeting/event spaces at one time should be closely monitored to ensure they abide by safe physical distancing and capacity regulations.
- To promote safe physical distancing, the MTCC is using an app called Voyage Control to schedule arrival times for employees, exhibitors and contractors who enter the centre. Voyage Control could also be used to help manage and control room capacity for safe physical distancing.

- An entry and exit plan should be created for attendees entering and exiting event spaces.
- For rooms that have more than one access door, one door should be designated IN and the other designated as OUT to better control physical distancing.

Registration. We encourage event organizers to provide online registration where possible, to minimize physical contact. Registration areas should have counters equipped with sneeze guards. Consider barriers, demarcated floors and plan for additional attendants to reinforce physical distancing guidelines in areas under the organizer’s management where line-ups might occur.

Materials. Consider eliminating badges, badge holders and lanyards in favour of a barcoded confirmation on the participant’s mobile device. If badges, holders and lanyards must be used, they should be cleaned and disinfected before distribution. We recommend that important information for attendees should be electronically posted. All event materials and reusable meeting items (e.g. pens, booklets etc.) remaining in a meeting room at the end of the event will be disposed.

Managing Capacities. Considerations should be made to how the capacities are managed in the event space i.e. dedicated space for overflow, timed entry, extending event days and repeat sessions. Organizers should also take into consideration exhibit floor and individual booth capacities based on square footage and physical distancing regulations.

Floorplans. When designing exhibit floorplans, organizers should consider the following: wider aisles, one-way aisles, increased spacing of linear booths or floorplan design for island booths only – all to promote safe physical distancing. The same design considerations should be made for registration areas and meeting room layouts. Meal areas need to be designed to ensure proper safe physical distancing between attendees while they are seated.

Exhibitor Move In/Out. Ensure that you work with the MTCC during the set up and dismantling process to ensure the delivery and pick-up of material is managed according to a pre-set move-in and move-out schedule. The MTCC uses Voyage Control for freight management. It is the responsibility of the event organizer to manage the number of exhibitors and their workers on -site during setup and dismantling.

Communications. Event Organizers should consider the following communications throughout the duration of their show:

- Communicate safe reopening guidelines in the exhibitor manual, on the exhibition website, on mobile apps and through push notifications (if applicable).

- Display signage throughout the exhibition site to communicate the most important health, hygiene and safety guidelines, as well as physical distancing guidelines.
- Post signage within exhibition spaces, reminding participants to clean their hands regularly, avoid touching their face, practice respiratory etiquette and for exhibitors to clean and disinfect their booths regularly.
- Consider making announcements about the importance of maintaining physical distance and the importance of washing and sanitizing hands, in addition to other safe reopening practices.
- Communicate with attendees in advance - through email, social media channels, ticket purchasing sites and push notifications (if applicable) – key pieces of information, including updates from health organizations about admission policies; health, hygiene and safety guidelines; physical distancing guidelines; and crowd control guidelines.
- Communicate to exhibitors their responsibility to clean their respective booths and exhibits regularly throughout the exhibition. Discourage handouts on show site, including exhibitors’ brochures, guides, catalogues and bags.

Contractors and Third-Party Services. Service contractors and event organizers will share the responsibility of thoroughly sanitizing third-party equipment. Cleaning procedures should include frequency, cleaning method, etc. Cleaning protocols will be needed for presenters who use their own laptops and/or equipment.

Additional Hand Sanitizer. Our facility will have hand sanitizers strategically placed throughout the facility. We encourage event organizers to have additional hand sanitizer throughout their event space.

Water Services. While pre-function spaces will be equipped with touchless bottle refill stations, Show Management should consider providing additional water service to attendees. Communications should encourage attendees to supply their own re-useable water bottle/pen/notebook.

First Aid. First Aid services are a requirement for all events, and cost sharing is available with MTCC through our official provider of Corporate Nursing Services.

Wheelchairs. Our wheelchair program will be modified during this period.

Employee Procedures

MTCC employees are highly trained in terms of health and safety. Even before COVID-19, our cleaning, safety and disinfection protocols were of the highest standards. Our SAFE customer service training teaches every employee that safety is the most important consideration before any task.

We recognize that our employees are key to creating a successful event. They will also play a central role as we move forward with strict cleaning, physical distancing, and safety guidelines. We have created the following new employee policies and procedures to ensure the work environment, and all visitors.



In-depth training will focus on the proper way to wear and dispose of PPE

Mandatory Training. All employees will receive mandatory training on new COVID-19 health and safety policies. The in-depth training will focus on the proper way to wear and dispose of PPE and on how to follow heightened cleaning and safe physical distancing guidelines. Teams with frequent visitor contact will receive additional training specific to their department. Our management team will maintain constant communication with all employees to reinforce the strict adherence to all new policies.



A risk management plan template will be available for every event

Revised Office Spaces. Our office spaces will follow new cleaning and safe physical distancing safety guidelines. As much as possible, we will minimize the number of employees who share a workspace. In areas where our employees do share office space, workstations will be kept at least two metres away from communal pathways. Enhanced cleaning and safety protocols for office spaces will include the frequent disinfection of computers, keyboards, and desk surfaces. We will also consider staggered shifts and Plexiglas shields between workstations.



Frequent hand washing is an important strategy to stop the spread of viruses

Personal Protective Equipment (PPE). All employees will wear PPE as required and will receive mandatory training on how to wear, remove and dispose PPE equipment. PPE will be distributed to employees based on their roles and responsibilities in designated areas when they enter the facility. Employees whose responsibilities require gloves as indicated by medical experts will wear them. Examples include cleaning attendants and security officers, who are in direct contact with visitors. Signage will be posted back of house to remind employees how to use and wear PPE.

Hand Washing. Correct hygiene and frequent hand washing is an important strategy to stop the spread of viruses. All MTCC employees have been trained on proper hand washing. They are required to wash their hands after they use the restroom, sneeze, touch their face, blow their nose, clean, sweep, mop, eat, drink, go on break and before or after they start a shift.

Hand Sanitizer. Alcohol-based hand sanitizer (containing at least 60% ethanol or 70% isopropanol) stations are located throughout the back of house and office areas.

Equipment. Shared equipment, including machinery, tools, printers etc. will be cleaned and sanitized frequently.

Signage. Signage will be posted in high traffic areas throughout the back of house and administrative areas. They will be placed strategically to remind employees to properly wear, handle and dispose of PPE. The signs will emphasize how to use gloves and masks based on recommendations made by Toronto Public Health. Signage will also remind employees to wash their hands and avoid touching their face.

Daily Pre-Shift & Back of House Briefings. Employee pre-shift meetings will take place in areas that allow for appropriate safe physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in corridors and service elevators. Safe physical distancing policies will be used in the employee dining rooms, uniform control areas, training rooms, shared office spaces, and in all other high-density areas in order to ensure appropriate distancing between employees.