



ONWARD

MTCC Enhanced Safe Events Guide

NOVEMBER 2021

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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 support our customers and work diligently to provide a safe, clean and healthy environment.

Our ONWARD 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 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'.



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.

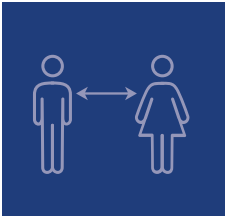
Resources:

- [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](#)

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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

Visitor Entrances. Attendees will enter the facility through one main entrance assigned for their event and are subject to screening. As an enhanced safety measure, we require visitors to wear a mask and encourage attendees to use hand sanitizer. Signage is prominently displayed throughout the Centre outlining proper safety protocols, including mask guidelines. Only individuals who are attending an event are permitted entry. Public access or thoroughfare is not permitted.



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 high touch point 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 are disinfected using products approved by Health Canada.



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 has been repositioned. Any remaining furniture is sanitized frequently. Bottle refilling stations are available in pre-function spaces. Water drinking fountains are also available and cleaned and sanitized regularly, however personal refillable water bottles are encouraged where possible. To guide attendees through pre-function spaces, stanchions and/or floor decals may be used to direct traffic flow.

Air Filter and HVAC Cleaning. We continue to use highly effective air filters in all HVAC systems and have increased the cleaning frequency of the air handling units. The volume of fresh air intake has also increased from a baseline of 20% up to 50%. Running hours for air handling units have been extended to further increase the turnover of fresh air in our facility.

Washrooms. There is frequent cleaning and 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. Posters are displayed in our washrooms to remind visitors of proper hand washing guidelines.

Equipment. Shared tools and equipment are 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.

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

Back of the House. The frequency of cleaning and sanitizing has been increased 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 is posted throughout the back of house and administrative areas to remind employees about 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 conduct daily self assessments prior to entry into the Centre. 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.

Parking. Our parking garage 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 are 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 practices are refined and applied.

The Centre continues to support agriculture through our local food and wine procurement program. We remain committed to repurpose 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

Service Standards

- All food & beverage employees 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.
- Training for all food & beverage staff on how to properly use and dispose of all authorized PPE equipment is mandatory.
- All kitchen, stewarding and service areas, front and back of house receive accredited deep cleaning treatment.
- 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 are 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 is inspected and recertified as required to ensure optimal safe service levels.

Back of House

- Approved local and provincial PPE is to be worn by all employees at all times based on their role and responsibilities.
- Employees are 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.
- Frequently touched objects and surfaces in all prep and service areas are thoroughly cleaned and disinfected frequently.
- 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.

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.
- Food & beverage service areas where attendees may be required to queue are 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 have been redesigned to provide for touchless, staff serviced food stations.
- Plated menus have been 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, bread baskets, water jugs and wine bottles will be tailored to execute safe service.
- Sustainable pre-packaged single-use cutlery and napkins, silverware are provided in linen rollups when required.
- Meal room service, cleaning and reset times are scheduled to provide for adequate safe service, cleaning, disinfecting and room flips.
- Bar service is custom curated to follow safe service practices, physical distancing measures and effective queue management.
- All bars and equipment will be sanitized prior to each use and set with sanitizing stations.

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. 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 recommendations to manage traffic flow, registration, meeting collateral and more. All events and meetings must follow 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.

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.



Online registration is encouraged when possible

Registration. We encourage event organizers to provide online registration where possible, to minimize physical contact.

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.

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.
- 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 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; and crowd control guidelines.

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 offers hand sanitizers strategically placed throughout the facility. We encourage event organizers to have additional hand sanitizer throughout their event space.

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, and safety guidelines. We have created the following new employee policies and procedures to promote a safe work environment and a safe experience for all visitors.



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

Mandatory Training. All employees receive mandatory training on new COVID-19 health and safety policies. The in-depth training focuses on the proper way to wear PPE and on how to follow heightened cleaning guidelines. Teams with frequent visitor contact receive additional training specific to their department. Our management team maintains 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 follow new cleaning guidelines. As much as possible, we minimize the number of employees who share a workspace. In areas where our employees do share office space, workstations are kept at least two metres away from communal pathways. Enhanced cleaning and safety protocols for office spaces include the frequent disinfection of computers, keyboards, and desk surfaces. We 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 wear PPE as required and receive mandatory training on how to wear, remove and dispose PPE equipment. PPE is 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 is 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. are cleaned and sanitized frequently.

Signage. Signage is posted in high traffic areas throughout the back of house and administrative areas. It is placed strategically to remind employees to properly wear, handle and dispose of PPE. The signs emphasize how to use gloves and masks based on recommendations made by Toronto Public Health.

Daily Pre-Shift & Back of House Briefings. Larger departments stagger employee arrival times to minimize traffic volume in corridors and service elevators.

CUSTOMER CHECKLIST FOR EVENTS



HEALTH & SAFETY

Responsibility	MTCC	Meeting / Event Organizer	Supplier
Appoint a designated health and safety representative for the event.	✓ MTCC has a designated health and safety point person who will be available to employees, suppliers, event organizers and exhibitors to ensure that best practice guidelines and public health regulations are followed.	✓ A designated health and safety point person will collaborate with the MTCC to ensure that best practice guidelines and public health regulations are followed for the duration of the event from planning to move-in and move-out.	✓ A designated health and safety point person will collaborate with the MTCC and the event organizer to ensure that best practice guidelines and public health regulations are followed.
Implement a pre-screening and contact tracing process.		✓ Staff, attendees and volunteers	✓ Employees
Encourage frequent hand washing and frequent use of sanitizer.		✓ Event staff and attendees	✓ Employees
Implement training on the safe use of protective equipment, including masks, eye protection and gloves.		✓ Event staff	✓ Employees
Promote contactless payment. If a cash payment occurs, event staff must immediately sanitize their hands after the transaction.		✓	✓
Disinfect shared equipment after use, including machinery, tools and AV equipment.		✓	✓
Use disinfectant approved by Health Canada.	✓ ONWARD page 4	✓	✓
Place transparent partitions between employees and the public.		✓ In contracted space at information booths, service counters, registration areas, box offices, etc.	✓ At information booths, service counters, registration areas, etc.

Responsibility	MTCC	Meeting / Event Organizer	Supplier
Develop a contact policy, including no shaking hands, exchanging business cards, and contactless payment.		✓ Encourage an attendee contact policy	
Post signage stating public health regulations.	✓	✓ Within contracted space	✓
Hand sanitizing stations.	✓ ONWARD page 4	✓ Provide hand sanitizing stations within the event space (eg. meeting rooms and exhibit floors).	✓ In work areas, offices and storage rooms.
Increase frequency of sanitization.	✓	✓	✓
Promote contactless transfer of information by favouring sending information by email, electronic signatures and file sharing.		✓	✓
Operate food service areas in accordance with public health guidelines.	✓ ONWARD page 7		
Enhance disinfecting of high-touch surfaces.	✓ ONWARD page 4	✓	✓
Ensure offices follow public health guidelines.	✓	✓	✓

PHYSICAL DISTANCING MEASURES (Only When Required By Provincial Mandates)

Responsibility	MTCC	Meeting / Event Organizer	Supplier
Communicate appropriate physical distancing rules.		✓	
Add barriers, floor indicators and/or additional attendants.		✓	
Ensure room layouts are in accordance with public health regulations.		✓	✓
Post maximum capacity signage.	✓	✓	
Ensure physical distancing during dismantling and set up.		✓	✓

CROWD CONTROL

Responsibility	MTCC	Meeting / Event Organizer	Supplier
Manage exit and entry points as per capacity regulations.		✓	
Manage lines or waiting in common spaces.		✓	
Manage meeting room and exhibit hall capacities.		✓	

COMMUNICATION

Responsibility	MTCC	Meeting / Event Organizer	Supplier
Communicate health and safety protocols in advance.	✓	✓	✓
Acknowledgement Form.		✓ Ensure each exhibitor appointed contractor signs an Exhibitor Health and Safety Acknowledgment Form outlining their obligation to respect and enforce certain health, hygiene and safety measures. This may include physical distancing measures and crowd control measures with their own workers and within their own booth space.	
Symptomatic individuals.	✓	✓	✓
Communicate safe operating guidelines.	✓	✓	✓
Implement a procedure to address on-site concerns and answer questions from the media, public, employees, show organizers and exhibitors.		✓	