

# TCC CORONAVIRUS COVID-19 PROTOCOL PLAN

February 2021

We are closely monitoring government policy changes, Health Canada guidelines, Provincial/Federal Government mandates, WorkSafe BC/Vancouver Coastal Health and will continue to make changes as necessary or appropriate to our protocols and Terminal City Club procedures.

***Based on the latest known updates, this document is current as of February 5, 2021.  
This document will continue to be updated as further protocols and best practices are implemented.***



# THE TERMINAL CITY CLUB PROTECTION PROMISE

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The safety of our members and staff is a fundamental priority of Terminal City Club. We are actively monitoring updates regarding the Novel Coronavirus (COVID-19), and following guidance and recommendations from:

- [Vancouver Coastal Health \(VCH\)](#)
- [WorkSafe BC](#)
- [BC Centre for Disease Control \(BCCDC\)](#)
- [Office of the Provincial Health Officer](#)
- [Chief Public Health Officer of Canada](#)

In line with these recommendations, TCC will ensure that:

- Masks are worn by Employees/Members/Guests/Vendors in all common areas, except for when seated at a table. Members attending the Fitness Centre will also be required to wear a mask, unless the equipment they are using has a protective barrier.
- Proper hygiene procedures and hand-washing protocols are observed rigorously amongst our staff, as always.
- High-touch surfaces around the Club and Lion's Pub are disinfected frequently, even more than usual.
- Additional hand-sanitizing stations, tissues, and waste bins are available throughout the club; both front of house and heart of house.
- Members, Guests, Employees and Vendors will maintain a physical distance of 6 feet/2m where possible

As outlined by our local health authorities, the most effective way to prevent and control respiratory viruses is the consistent practise of good respiratory etiquette and hand hygiene. In addition to this, TCC has implemented the following:

- Please **do not visit** the club under any circumstances if you or any members of your household are ill or experiencing any symptoms including fever, cough, tiredness, or shortness of breath; OR if you have returned from travel outside BC in the past 14 days.
- Use of any and all areas of the Club requires **reservations**. Groups must be limited to six people or less in our Outlets. From November 8<sup>th</sup> until further notice, all events will be suspended as per Provincial Health Orders. We will continue to monitor and update as more information becomes available.
- Member entry to the Club will be through the **front lobby only**. Staff entry to the Club is via Staff Entrance in loading bay or Jogggers door entrance. All Members/Staff/Vendors, regardless of how they are using the Club on that visit must complete a **Daily Health Declaration** each time they visit the Club. (A copy of the Daily Health Declaration is [here](#) for members, [here](#) for staff, [here](#) for visitors and [here](#) for vendors.)
- Members wishing to access the Club at this time must also complete a **one-time TCC COVID-19 Policy Acknowledgement & Release of Liability**. This acknowledgement can be completed [online](#) in advance of your first visit; or paper copies will be available at Member Services, for completion on your first visit.
- Reusable Cotton Face Masks are available to all members and staff upon request.

If you are experiencing any respiratory symptoms or health concerns, call Healthlink BC at 8-1-1.

Thank you for your cooperation,  
Peter Jackman  
General Manager – 604-681-4121



## OUR GUIDING PRINCIPLES

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At Terminal City Club we care deeply about our family of employees and our communities. We closed our Club temporarily with a heavy heart in March 2020 but knew that it was in the best interest of everyone, members and staff. We also understood that asking over 170 employees to stay home during the pandemic would be challenging. For this reason, we chose to pay all our full-time and part-time employees the money available in our Club Fund.

Over the past few months, we have all done our part to “flatten the curve” and this must continue. It is imperative to flatten the curve so we can all re-emerge safely.

This plan presents what TCC will do to keep our Members, employees, the communities we live, work and play in, safe. Each department will have its own customized set of procedures, even more detailed than the summary presented here.

This plan relies on the best available science on sanitization methods. In addition, we have been on webinars almost daily with many of the country’s leading legal, accounting, F&B, Club associations, public health and pandemic preparedness experts.

We will continue to refine and update this plan as our experts continue to provide us advice. Our procedures are extensive and exclusive to Terminal City Club.

In order to continue to operate safely, these are what we feel are the right steps to take:

1. BC’s Chief Medical Health Officer is focused on COVID-19 practices that, if safely followed, should help limit the spread of COVID-19.
2. After re-opening our doors in May and continuing to update our protocols as more information has become available, reduced occupancy, physical distancing and guest limit in our Outlets and event spaces has been implemented.
3. All staff will wear a mask. Wearing a mask is uncomfortable; however, it ensures droplets cannot easily be passed to one another. Masks must also be worn by Members/Guests at all times with the exception of those Members seated at a table. Members attending the Fitness Centre will also be required to wear a mask, unless the equipment they are using has a protective barrier. Staff and members are encouraged to wash hands regularly and avoid touching their face. Sanitizer is also available throughout the Club when washing hands is not possible.
4. Monitor the data every day. If we need to, pull back or move forward as permitted and directed by all Provincial Health Orders.



## EXECUTING THE TCC PROTECTION PROMISE

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Our Club uses cleaning products and protocols which meet required guidelines and are approved for use and effective against viruses, bacteria and other airborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure we receive an uninterrupted supply of these cleaning supplies and the necessary personal protective equipment (PPE). We are committed to upholding the highest levels of protection for our members and employees using following protocols.

**Public Spaces and Communal Areas** The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk counters, elevators and elevator buttons, door handles, public bathrooms and locks, stair handrails, gym equipment, dining surfaces and all seating areas.

**Meeting Rooms and Banquet Spaces** Industry leading cleaning and sanitizing protocols are used to clean meeting rooms and banquet spaces. From November 8<sup>th</sup> until further notice, all events will be suspended as per Provincial Health Orders. We will continue to monitor and update as more information becomes available. When events are permitted again, we will resume meeting room and banquet set-ups to allow for required physical distancing between guests. Self-serve buffet style food service will be suspended and replaced by alternative service styles.

**Back of the House** All staff will be required to sign a health declaration form upon arrival. Frequency of cleaning and sanitizing will also increase in high traffic back of house areas with an emphasis on employee entrances, housekeeping, employee restrooms/change rooms, loading bay, offices, kitchens, Teamworks and employee sign-in time stations. Physical distancing protocols will be used in Teamworks and all temporary lunch areas, Housekeeping and Laundry area, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees.

**When Using Shared Equipment** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to another employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, cleaning equipment, keys, time clocks, all A/V equipment including clickers and cables, keyboards and all other direct contact items used throughout the Club. The use of shared food and beverage equipment in back of the house pantries (including shared coffee brewers) will be sanitized after each use.

**Queuing** Any area where members or employees queue will be clearly marked for appropriate physical distancing. This includes Member Services area, elevators, and dining queues around the Club.

**Workstations** will be spread out following physical distancing guidelines to ensure separation between employees whenever possible. In situations where workstations do not meet the physical distancing requirements, staggered shift times and work from home arrangements (when possible) will be implemented to allow for reduced employee contact.

**Restaurants, Bars and Ballrooms** The Grill and Members Lounge will reduce seating capacities to 50% or less to allow for a minimum of 2 metres/6 feet between each seated group. Service staff will utilize Terrace B., Wilson M. Beck and Skidmore rooms for increased distanced-dining in addition to the Members Lounge and The Grill. From November 8<sup>th</sup> until further notice, all events

will be suspended as per Provincial Health Orders. We will continue to monitor and update as more information becomes available.

**Pool seating** will be configured to allow for at least 2 metres/6 feet of separation between groups of members. The number permitted in the pool area will also be limited. Chlorination testing and filtration systems will be monitored more frequently to meet/exceed VCH standards.

**Thermal Thermometers** Members/Guests will be required to sign a daily health waiver upon entry declaring their well-being for all areas of the Club. The member or guest may undergo a non-invasive temperature check utilizing thermal thermometers (4 on-site), based on the information provided when checking in to the Club and Lion's Pub. Temperature checks to be completed by a Member Services or a Health and Safety team member. Anyone displaying a temperature over 38C/100F will be directed towards appropriate medical care.

**Physical Distancing** Members will be advised to practice physical distancing by standing at least 2 metres/6 feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the Club. Restaurant tables, desks and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least 2 metres/6 feet away from members and other employees whenever possible. All parts of the Club will comply with, or exceed, local /provincial mandated occupancy limits.

**Hand Sanitizer** Dispensers, touchless whenever possible, will be placed at key member and employee entrances and contact areas such as parking entrances, reception areas, lobbies, restaurant entrances, meeting room spaces, elevator landings, pool and exercise areas. Hand sanitizer will also be provided throughout the back of house for employees.

**Front of the House Signage** Health and hygiene reminders will be posted throughout the Club including the proper way to wear, handle and dispose of masks and gloves. Electronic screens will also be used for messaging and communication of best practices.

**Back of the House Signage** will be posted throughout the Club reminding employees of the proper way to wash hands; wear, handle and dispose of masks, face shields; use gloves in those jobs deemed appropriate by medical experts; coughing/sneezing etiquette; and to avoid touching their face.

**Employee & Member Health Concerns** Our employees will have clear instructions on how to respond swiftly and report all presumed/possible cases of COVID-19 to VCH. We will be ready to provide support to our members. Employees and members are instructed to sign off on a daily health form and to stay home if they or a member of their household do not feel well. Employees are instructed to contact a manager/Executive if they or a co-worker/guest exhibit a cough, shortness of breath, or other known symptoms of COVID-19.

**Case Notification** If we are alerted to a presumptive case of COVID-19 at the Club, we will work with the VCH to follow the appropriate recommended actions. As per the BC Centre for Disease Control (BCCDC), please click [here](#) for an outline of the contact tracing process.

**Member/Guest Arrival** Member Services team will greet each Member/Guest to the Club. All Members/Guests must sign off on the daily health declaration form and will be required to use hand sanitizer. Masks must also be worn by Members/Guests when entering the Club and at all times while in common areas. Masks will be provided by the Club. Appropriate signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use throughout the Club.



# THE MEMBER EXPERIENCE

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## Arrival

- Members will enter the Club through doors that are either propped open, or manually operated by an employee
- Members to sign a daily health declaration prior to entering the Club
- Masks must also be worn by Members/Guests at all times upon entering the Club
- Members will be offered a mask if they have not brought one with them. Gloves are also available upon request.
- Members to 'sign-in' at every service either by FOB or employee tracking
- Washrooms will have limited access; with an attendant available to clean regularly
- Parkade elevator will stop at the Lower Ground floor only with staff to greet them upon arrival

## Elevators

- An employee will be present to sanitize the button panels at regular intervals, at least once per hour
- Signage will be posted to explain the current procedures
- No more than two members will be permitted per elevator if not from the same family

## Member/Guest Sanitation Amenities

- A spray bottle of sanitizer or wipes will be provided in each meeting room/restaurant for guest use (subject to availability and stored out of reach of small children)

## Physical Distancing & Mandatory Mask Procedures

If Members do not adhere to the physical distancing and mandatory mask guidelines, the following steps will be taken:

1. All staff are empowered to give the Member a verbal reminder and report this to their Manager
2. The Manager will communicate this infraction to the Membership Administrator, who will send an email reminder of the Member's responsibilities as it relates to physical distancing, which will be documented in communications on their Membership account
3. If the issue persists, the Member will be brought before the House and Membership Committee. A disciplinary letter may be issued from the Board of Directors and may result in suspension or expulsion of the Member

## Protection of Member and Guest Information

The Terminal City Club will collect information for contact tracing purposes as required by the Provincial Health Order (PHO).

In compliance under Section 34/35 of the Personal Information Protection Act (PIPA), the Club will take the following steps to ensure the protection of Member/Guest information:

1. The Club will only collect the information required in accordance with the PHO
2. The Club will not use or disclose this information to anyone other than the PHO upon request (at which time a record of this transaction will be documented)
3. The Club will keep personal information for 30 days, and secure the information for shredding on the 31<sup>st</sup> day
4. Personal information will be stored in a secured location until destruction. Electronic files will be stored on a password protected, encrypted and secured network until destruction

The full TCC Privacy Policy can be found [here](#).



## EMPLOYEE'S RESPONSIBILITIES

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*Terminal City Club employees are vital for an effective sanitation and health program.*

**Hand Washing** Correct hygiene and frequent handwashing with soap and water is vital to help combat the spread of virus. All Terminal City Club employees have been instructed to wash their hands frequently (ideally every 30 minutes), or use sanitizer when a sink is not available, and after any of the following activities: using the restroom, sneezing, touching the face or face mask, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the floor, going on break and before and after starting a shift. Ideally, employees will wash their hands or use hand sanitizer as frequently as possible.

**COVID-19 Training** All employees have received training and regular updates on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Housekeeping, Food & Beverage, Fitness, Member Services and Security.

**Personal Protective Equipment (PPE)** Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to provincial and local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the Club will be provided multiple masks and required to wear that mask as noted above. Masks must be worn by employees in all common areas. Gloves will be provided to employees whose responsibilities require them as determined by medical experts (e.g. kitchen staff, housekeeping and public area attendants and security). Face shields will be worn by Stewarding team.

**Daily Pre-Shift & Timekeeping** Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each time clock location and employees will be required to wash or sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.



# DEPARTMENT SPECIFIC PROCEDURES

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*Please note that these protocols will co-exist with all current safety and sanitization standards already in place for all departments.*

## **GENERAL PROTOCOLS**

*From November 8<sup>th</sup> until further notice, all live group fitness classes will be suspended as per Provincial Health Orders. We will continue to monitor and update as more information becomes available.*

- Masks must also be worn by Members/Guests at all times with the exception of those Members seated at a table. Members attending the Fitness Centre will also be required to wear a mask, unless the equipment they are using has a protective barrier.
- TCC will provide employees with a mask (and gloves/face shield as job duties require) to be worn in all common areas
- Laundering of assigned masks will be the responsibility of the employee (as this is seen to be a personal hygiene item)
- Employees to complete a daily health declaration before the start of every shift
- Employees are encouraged to walk single file in hallways to maintain 2 metres/6 feet physical distancing protocol
- Document everything! Record all protocols, time of day, etc. with ongoing tracked monitoring to verify actions taken. To be used for audit/VCH requirements.
  - Post relevant protocols for membership to see
  - Post "Protection Promise", our commitment to our staff, membership and vendor partners
- Health & Safety Lead to coach and promote Protocol Plan with regular department visits
- Health & Safety Committee or department representative to meet more regularly to assist with identifying any protocol gaps
- Procurement Lead to ensure Club has necessary supplies
- Place microbial mats at entrances when acquired
- All doors to be propped open to reduce touch
- Foot openers are to be affixed on designated doors
- Plexiglass barriers have been installed in Member facing areas (eg. Member Services, Grill hostess desk)
- Plexiglass barriers have been installed in all administration offices where physical distancing is not able to be maintained areas
- Safety training for all staff at the commencement of their return to work; including talking points for safety standards will be provided
- All items in every department must be cleaned on a regular schedule. This includes storage areas
- Employees not wearing gloves are to wash their hands frequently e.g. each time they leave and return to their desk. Ideally, employees will wash their hands or use hand sanitizer as frequently as possible.
- Appoint a Protocol Rep for every shift, by department, to monitor adherence to protocols and track for auditing purposes e.g. the most junior person on the schedule; Health & Safety Committee Member
- Provide staff with clear instructions on how to report potential hazards or protocol amendments and suggestions



- Update and post Sick Leave Policy with specific mention of COVID-19 symptoms and protocol
- Member washrooms will have limited access; with an attendant available to clean regularly
- Employee washrooms to be cleaned by user after each use. Housekeeping to clean employee washrooms frequently throughout the day
- A maximum of three people are permitted in the service elevator at one time
- A maximum of three people are permitted in each change room at one time
- Employees are welcome in Lion's Pub and must enter through the Pub's front doors
- Employees must use Employee Entrances only to access/exit the Club: Loading Bay or Jogger's Entrance. Lion's Pub is not permitted as a point of entry or exit when coming to or leaving work.

### **LOCATIONS OF PERSONAL PROTECTIVE EQUIPMENT (PPE)**

#### Front of House

- Designated Club Entrances & Exits
- Member Services
- Fitness Centre/Lion's Pub



#### Back of House

- Employee Entrances
- Maintenance
- Kitchens
- Housekeeping

### **PUBLIC AREAS**

#### Cleaning & Sanitizing Protocol

- Housekeeping to sanitize the following areas at least once per hour or as otherwise stated:
  - Guest and garage elevators
  - Club & main entry doors
  - Stairwell handrails
  - Phone Booth, and 2<sup>nd</sup> floor seating area (telephone has been removed until further notice)
  - Teamworks – Kitchen/Stewarding for daytime coverage; Housekeeping for evenings
  - Trash bins
- All TCC Washrooms to be sanitized at least once per hour or as per each use

#### Guest Considerations

- Masks must also be worn by Members/Guests at all times with the exception of those Members seated at a table. Members attending the Fitness Centre will also be required to wear a mask, unless the equipment they are using has a protective barrier.
- Coffee stations will now be served by staff (no longer self-serve)
- Cell phone usage temporarily permitted in the following areas: Lower lobby, main foyer outside of Cuvee/1892, telephone room and the surrounding 2nd floor handrail seating areas
- Members and guests in Outlets and Lion's Pub encouraged to access website(s) on personal smartphones/tablets to access menus for a non-touch option

## **MEMBER SERVICES**

### Cleaning & Sanitizing Protocol

- Sanitize all guest touch points after each transaction including EMV Credit Card Devices, pens and registration countertops
- Offices, Registration Desks to be thoroughly cleaned and sanitized with every shift change
- Document everything! Record all protocols, time of day, etc. with ongoing tracked monitoring to verify actions taken. To be used for audit requirements and if requested by VCH.
  - Post relevant protocols for membership to see
  - Post "Protection Promise", our commitment to our employees, Members and vendor partners
- Member sign-in devices to be cleaned with sanitizer after each use

### Physical Distancing Protocol

- Use stanchions to establish appropriate 2 metre/6 foot distancing
- Staff every other workstation
- Lobby Greeter to provide guidance to arriving and departing members to ensure physical distancing measures are followed
- Implement peak period queueing procedures, including a lobby greeter, to ensure the number of members in lobby does not exceed legislated capacity limits

### Guest Considerations

- Masks must also be worn by Members/Guests at all times with the exception of those Members seated at a table. Members attending the Fitness Centre will also be required to wear a mask, unless the equipment they are using has a protective barrier.
- Terminal City Club entry doors to be propped open to reduce touch
- No self-service beverages available for lemon water, coffee, tea at Member Services
- Members to be informed of 'sign-in' at every service either by FOB process or employee tracking
- TCC Washrooms will have limited access; with an attendant available to clean ideally before next person is permitted
- Parkade elevator will stop at the Lower Ground floor only with staff to greet members upon arrival
- Coat Check is not available at this time. Members will keep all personal affects with them
- All deliveries must be left in Loading Bay with Receiver
- All consultants, contractors and non-TCC staff will be required to sign a daily health declaration, wear a face mask for access to both front and back of house

## **BUSINESS CENTRE**

### Cleaning & Sanitizing Protocol - Housekeeping

- Counters and equipment sanitized at least once per hour
- Sanitize internet stations and post sanitation signage for guest reference

### Physical Distancing Protocol

- Enforce 2 metre/6 foot physical distancing minimums
- Encourage the use of e-mail/text for all guest transactions

### Guest Considerations

- Masks must also be worn by Members/Guests at all times with the exception of those Members seated at a table. Members attending the Fitness Centre will also be required to wear a mask, unless the equipment they are using has a protective barrier.

- A limit of 2 members permitted in area at one time
- Temporarily close shared work space until further notice
- Computers and machines are accessible to one person at a time; must be sanitized between uses
- Access to the room to be provided by Member Services
- Discontinue print magazine and newspaper services throughout the property. Members encouraged to access on their personal devices

### **FITNESS CENTRE & POOL**

*From November 8<sup>th</sup> until further notice, all live group fitness classes will be suspended as per Provincial Health Orders. We will continue to monitor and update as more information becomes available.*

#### Cleaning & Sanitizing Protocol

- Chaise lounge chairs and fitness equipment to be sanitized after each use
- Housekeeping to spray-mist disinfectant on each piece of patio furniture hourly
- Towels to be dispensed to member on arrival from fitness attendant
- Change rooms and all other tables and counters to be sanitized by Housekeeping at least once per hour
- Members required to hand-sanitize when entering and exiting each area:
  - All main entry points (Elevator 3, Tower Entrance and Jogger's Entrance)
  - Entrance into exercise area and throughout the exercise room
  - Entrance to the squash courts (both sides of door)
  - Entrance into the swimming pool area
- During operational hours:
  - Housekeeping will be permanently located in the gym area (including the squash courts); staff will also check and sanitize the locker-room and pool area



#### Physical Distancing Protocol

- Chaise lounge chairs and fitness equipment placed with appropriate physical distancing
- Signage in change rooms indicating physical distancing guidelines

#### Guest Considerations

- Masks must be worn by Members/Guests at all times. Members attending the Fitness Centre will be required to wear a mask, unless the equipment they are using has a protective barrier.
- Hotel guests and reciprocal members will not have access to Fitness Centre until further notice
- Laundry service will be modified until further notice. Members will need to remove their personal affects after each workout

### **OUTLETS – The Grill, Member Lounge, 1892, Wilson M. Beck, Terrace and Skidmore Rooms**

#### Cleaning & Sanitizing Protocol

- Host Podiums including all associated equipment to be sanitized at least once per hour
- Coat Rack to be removed from The Grill. Members to keep all belongings, including umbrellas
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by staff

- POS terminals to be assigned to a single server where possible and sanitized between each user; before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- All food and beverage will be served to Members/Guests in their assigned seating only
- Condiments to be served in single use containers (either disposable or washed after each use)
- Member bills, pens and all other reusable guest contact items to be either sanitized after each use or single use
- All menus are single use and available on TCCs website. A limited number of sanitized laminated versions of wine lists are available on request
- Existing porous placemats removed to allow for ease of sanitization
- Trays (all types) and tray stands to be sanitized after each use
- Storage containers to be sanitized before and after each use
- Food preparation stations to be sanitized at least once per hour
- Grill kitchen thoroughly cleaned and sanitized at least once per day
- Food and beverage items being prepared for service to be transferred to other employees through non-contact methods (e.g. leave on expediting tables)
- Finger scan sign-in devices to be cleaned with sanitizer after each use
- Single use cups for coffee stations; coffee stations are no longer self-serve. China available for members who remain on property
- Table cloths – When servers remove cloths after dinner and/or function, they are to fold the cloth up and inwards from the bottom corners to eliminate contact with the “business side” of the linens. Dirty linens continue to be deposited in designated area and taken to Housekeeping for laundry.
- Blankets, Patio Server (during patio season) - Housekeeping provides blankets wrapped in a plastic sleeve, to be delivered to member/guest in this manner. The Member/Guest is requested to keep the sleeve and put the used blanket back into it after use, and leave the rewrapped blanket at the table. Plastic wrapped used blankets are to be deposited in designated bin in the Grill pantry for laundry service.



#### Physical Distancing Protocol

- TCC hosts and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- Peak period queuing procedures to be implemented when members are not able to be seated immediately
- Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (2 metres/6 feet minimum or as advised by VCH)
- Reduce bar stool count to provide appropriate physical distancing
- Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
- Hosted coffee service; no self-service available (Fitness Center, Members Lounge)

#### Guest Considerations

- Masks must be worn by Members/Guests at all times in the Outlets with the exception of those Members seated at a table

- Members/Guests visiting the Outlets are limited to a maximum of 6 people per table, from their immediate household. If the Member lives in a single household, they are recommended to limit their table to a maximum bubble of two
- Straws and stir sticks are not being used at this time; unless requested by Member or Guest
- All rollups will be done by employees wearing a mask and with proper hand sanitization
- Napkin service to be suspended until further notice (no placing in guest's lap or refolding)
- 'Grab and go' offerings available with a limited menu
- Bar snacks will be served per individual guest on request
- Staff must use proper hand sanitization methods between delivering food to tables and clearing dishes
- The use of dance floors and karaoke has been suspended. Background music permitted at a conversational level
- Menus subject to change based on food source availability

#### Other

- Serving It Right, Food Safe and WHMIS Recertification continue to be closely monitored

### **OUTLETS BEVERAGE SERVICE**

#### Presenting Wine/Beverage List

- Members are provided both the Wine/Beverage List and food menu upon arrival to reduce number of table visits
- Wine/Beverage List will be a double-sided, single-use menu with wine by glass, beer and cocktails
- All beverages will only be served to members/guests in their assigned seating
- Bottle Wine list will be laminated and must be sanitized after each use. If unable to sanitize used menu right away, place in designated bin to be sanitized at next opportunity

#### Water Service

- No glassware to be pre-placed on tables
- Only after guests are seated, will water glasses to be provided
- One water bottle per person or as requested by member and placed at Server's edge of table. Member/guest to pour water themselves.
- Replenish water using fresh bottle



#### Beverage Service

- Glasses are ONLY to be touched by stem or base; if stemless then hold as close to bottom of glass as possible
- Ask member/guest if they would like the wine poured for them or if they would prefer to pour the bottle themselves
- If member/guest requests wine to be poured by the server, the bottle will be left on a service station or wine bucket; to be touched only by the server or bartender
- Recommend that bottles be opened on a service station and NOT at the guest's table
- Corkscrew, beer opener and all equipment such as decanting funnel to be cleaned or sanitized before and after each use
- Server/bartender will not pre-taste or pre-nose the wine
- Cork will not be offered to host but disposed of, unless the member specifically asks
- All beverages will only be served to members/guests in their assigned seating

### Cocktail Service

- All equipment/mise-en-place is to be thoroughly cleaned after each use
- Utilize tongs for all garnishes; or eliminate all garnishes unless requested by member or guest
- Straws and stir sticks are not being used at this time; unless requested by Member or Guest
- When precutting garnishes such as lemons and limes, employee must use a mask and gloves
- Soda gun is not being used at this time – employees will pour soda from cans
- All beverages will only be served to members/guests in their assigned seating

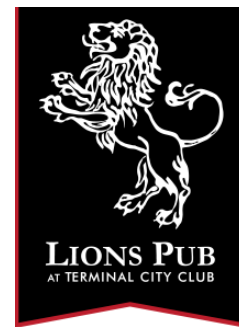
### Glass Polishing

- When glasses are being polished, employees must wear a mask and properly sanitize their hands prior to polishing
- Glasses are to be held by stem or base only
- Polishing cloths to be changed frequently

## **LION'S PUB**

### Cleaning & Sanitizing Protocol

- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged
- Host Podiums including all associated equipment to be sanitized at least once per hour
- Shared food and beverage equipment in back of the house; office pantries (including shared coffee brewers) will be discontinued
- POS terminals to be assigned to a single server where possible and sanitized between each user; before and after each shift. If multiple servers are assigned to a POS terminal, servers will sanitize their hands after each use
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Sanitization cards to be placed on each table after table has been cleaned; cards to be removed and discarded when guest(s) are seated
- Condiment containers to be sanitized after each use or single use and disposed
- Bill folds/check presenters, votives, pens and all other reusable guest contact items to be sanitized after each use or single use and disposed
- Menus to be single use; if laminated menu is used, it must be sanitized before and after use
- Trays (all types) and tray stands to be sanitized after each use
- Storage containers to be sanitized before and after each use
- Food and beverage preparation stations to be sanitized at least once per hour
- Pub Kitchen to be thoroughly cleaned and sanitized at least once per day between lunch and dinner rush
- Food and beverage items being prepared to be transferred to other employees using contactless methods (e.g. leave on expediting tables)
- Finger scan sign-in devices to be cleaned with sanitizer after each use



### Physical Distancing Protocol

- Guest tables/chairs and barstools placed with appropriate physical distancing



## Guest Considerations

- Masks must also be worn by Members/Guests at all times with the exception of those Members seated at a table. All food and beverage will only be served to seated guests
- Menus subject to change based on food source availability
- A host will be present to seat all guests, collect contact information from the party, and confirm that there are no guests with COVID-19 symptoms
- A designate from each group of guests must complete a Health Declaration on behalf of their group (located on the table and collected by the server)

## Other

- Serving It Right, Food Safe and WHMIS Recertification continue to be closely monitored
- Employees are welcome in Lion's Pub and must enter through the Pub's front doors
- Employees must use Employee Entrances only to access/exit the Club: Loading Bay or Jogger's Entrance. Lion's Pub is not permitted as a point of entry or exit when coming to or leaving work.

## MEETINGS, BANQUET EVENTS

*From November 8<sup>th</sup> until further notice, all events will be suspended as per Provincial Health Orders. We will continue to monitor and update as more information becomes available.*

### Protocols When Events Resume

- Regular and thorough cleaning of all meeting, banquet event areas, pantries, storage rooms; including all equipment, all items in storage, tables, chair, staging, coffee pots etc.
- Regular and thorough cleaning and sanitization of all AV equipment, microphones, speaker phones, projectors
- Cleaning routine, including date and procedure performed will be documented
- Ordering of condiments and supplies will include: individual salt & peppers, creamers, water bottles, and packaged butter
- Sanitization stations available in meeting rooms, pantries, service areas
- Regular review of room configurations and floor plan layouts to meet distancing protocol
- Plan execution of service and all steps in between including:
  - Member/Guest arrival, registration and notification of protocol requirements
  - food picked up from Culinary
  - delivery of food to guest
- Rooms to be sanitized and set; arrangements confirmed with Catering & Culinary ideally 4 hours prior to function
  - AV testing, protocol for video conferencing, remote access meetings, live conferences and presentation etc. all reviewed with Member/Guest/meeting host
- COVID-19 training specific for department and club-wide protocols
- Labour needs based on new service standards; with service team providing support to various departments as needed
- Jonas programming to accommodate changes in menus
- Houseman to assist Outlets with furniture reconfiguration and set-up
- Debit and credit payments only - to replace Cash Bar service. No cash handling until further notice



- Team to wear gloves and masks for all back of house duties including preparation of rollups, room set, coffee brewing, clearing etc. Employees to immediately discard gloves and wash hands if mask or faced it touched with gloves on
- Coat racks prohibited in all meeting and event rooms
- Sanitize all equipment, before and after use, including but not limited to carts, trays, etc.
- Sanitize all AV equipment prior to and after each function
- Limited individual microphone usage
- Hand-Sanitizers provided for registration tables and podiums
- Hand-Sanitizers available in all pantries
- All reusable items and equipment to be removed from room and sanitized accordingly
- Critical information to be placed on single use document and/or electronically posted
- Single use material to be disposed of and changed after each function
- Thorough cleaning of the following will be done after each function:
  - Phones, tablets and remotes
  - Thermostats
  - Doors and door knobs
  - Drapery pulls
  - Lights and lighting controls

#### Cleaning & Sanitizing Protocol

- All shared equipment and meeting amenities to be sanitized before and after each use or single use
- All linen, including underlays, to be replaced after each use
- Clean linen to be sealed in single use plastic bags when transporting in and out of the meeting rooms; similarly for soiled linen
- Shared food and beverage equipment (e.g. coffee brewers) in back of the house; office pantries will be discontinued until further notice
- Servers are not to touch glassware/coffee cups when refilling
- Servers are not to touch the table during service
- All food and beverage items to be individually plated and served
- Coffee and other 'break' items to be attended and served to Member/Guest
- Flatware to be provided as a roll-up and prepared by employee wearing mask and gloves
- Condiments to be served in sanitized individual containers and cleaned after each use or single use
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager
- Dining tables, bar tops, stools and chairs to be sanitized after each use
- Centrepieces, votive candles, pens and all other reusable guest contact items to be either sanitized after each use or single use
- Menus to be single use; if laminated menu is used, it must be sanitized before and after use
- Sanitize trays (all types) and tray stands after each use
- Storage containers to be sanitized before and after each use
- Single use cups for coffee station
- Finger scan sign-in devices to be cleaned with sanitizer after each use

#### Physical Distancing Protocol

- Seating capacities and floor plans to be reviewed on an function by function basis to ensure appropriate physical distancing as set by provincial guidelines



## Guest Considerations

- Masks must also be worn by Members/Guests at all times with the exception of those Members seated at a table.
- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- Examples of physically distanced floor plans will be made available to function host along with modified menus to showcase styles of service and items currently available
- The use of dance floors and karaoke has been suspended. Background music permitted at a conversational level. Reception furniture to cover dance floor

## Other

- Serving It Right, Food Safe and WHMIS Recertification continue to be closely monitored
- Limit menu items to reduce labour in confined areas and reduce spoilage costs

## KITCHEN & STEWARDING

### Cleaning & Sanitizing Protocol

- Everyone (part of Culinary team or not) **MUST** wash their hands and put on a mask before entering any kitchen (staff and contractors)
- Any shared food and beverage equipment in back of house areas (pantries, storage, offices) must be sanitized by the user on completion of the activity they were working on
- The consumption of shared food will be discontinued
- Kitchen team **may** wear gloves and replace them hourly. Hand washing must occur before gloves are replaced or if face or face mask is touched wearing gloves.
- Kitchen team to wear masks/face shields throughout shift. Masks will need to be changed frequently as they lose functionality when they become moist from breath. Team allowed frequent breaks to accommodate
- “Work bubbles” will be generated to reduce the number of employees that each staff Member connects with on a weekly basis (e.g. if there are two shifts each day, the same employees will be assigned to each shift)
- Food preparation stations to be sanitized between each distinct task and at least once every two hours
- Condiments to be served in single use containers (either disposable or washed after each use)
- Storage containers to be sanitized before and after each use
- Kitchens to be cleaned and sanitized every day. Areas to be cleaned daily will be detailed on a daily checklist and checked by Chef or Sous Chef
- Food and beverage items being prepared to be transferred to other employees using contactless methods (e.g. leaving on expediting tables)
- Finger scan sign-in devices to be cleaned with sanitizer after each use
- Shared kitchen appliances to be sanitized between uses (by the previous user), including but not limited to: robo coupe, vitamix, thermomix, vacuum pack machine, meat slicers, scales, microwave, steam kettles, tilt skillet, hand carts (limit the number in use)
- All rack and rolls in use sanitized daily; limit the number in use
- Kitchen office – desk chair handles, desk surface, keyboard, mouse, telephone sanitized between users; by last user on their way out
- Shared keys and FOBS to be sanitized between users



- Stewards will collect dirty dishes from the cooks to avoid cooks going to the dish area
- Stewards must wear masks and gloves as well as protective goggles or face shields when spraying, organising, loading dirty dishes, etc.
- Stewards must wear gloves and mask when putting items away
- There will be a 45 minute break in service for cleaning the Grill and Pub kitchens at least once per day, ideally after lunch service and before happy hour

#### Physical Distancing Protocol

- Stations set up with appropriate physical distancing for kitchen team
- Mask must be worn by Kitchen team in all kitchens and common areas
- Gloves may be worn by kitchen team and replaced regularly

#### Guest Considerations

- Masks must also be worn by Members/Guests at all times with the exception of those Members seated at a table
- Menus subject to change based on food source availability

#### Other

- Vendors/Delivery/Contractors and staff to complete a daily health waiver upon entry and wear a mask at all times in the facility
- Food Safe and WHMIS Recertification continue to be closely monitored

### **HOUSEKEEPING & LAUNDRY**

#### Cleaning & Sanitizing Protocol

- Carts, trolleys and equipment to be sanitized at the start and end of each shift and between uses
- All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use
- Back of house restrooms will be sanitized at least once every hour
- Shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued
- Member Washrooms will have limited access; with a scheduled attendant for regular cleaning throughout the day
- Finger scan sign-in devices to be cleaned with sanitizer after each use



#### Physical Distancing Protocol

- Minimize contact with Members and employees while cleaning meeting rooms
- Stanchions to be set up to allow for appropriate physical distancing

#### Guest Considerations

- Shoeshine (located at Member Services) will be sanitized every 4 hours
- Laundry service will be provided with modifications:
  - Members will need to remove their personal affects after each workout

## UNIFORM CONTROL

### Cleaning & Sanitizing Protocol

- Laundry to be cleaned in accordance with required guidelines
- Lab Coats will be worn by Laundry staff when laundering employee uniforms; Lab Coats washed immediately following

### Physical Distancing Protocol

- A uniform control employee will be stationed at the entry to control maximum occupancy of the space
- Change room floors to be clearly marked with available and unavailable spaces to be used for dressing
- Three employees at one time will be allowed into change room area

### Guest Considerations

- Dry Cleaning service has been suspended until further notice

## MAINTENANCE

### Cleaning & Sanitizing Protocol

- Masks must be worn by staff at all times when in all kitchens and common areas
- Air Filter and HVAC Cleaning will occur more frequently for air exchange to be maximized.
- Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to another employee. This includes phones, radios, computers and other communication devices, engineering tools, safety buttons, cleaning equipment, keys, time clocks and all other direct contact items used throughout the Club
- Finger scan sign-in devices to be cleaned with sanitizer after each use
- Shared food and beverage equipment in back of the house office pantries (including shared coffee brewers) will be discontinued



### Physical Distancing Protocol

- Minimize contact with Members and employees when in meeting rooms
- Number of employees in the maintenance shop will be limited to no more than 3 employees at one time, including the staff office
- Breaks will be staggered
- Scheduled hours will be flexible from early morning to late evening, 7 days a week

### Guest Considerations

- There may be times when the maintenance team will have to work within the 2 metre/6 foot protocol distance. During these times, they must wear a mask and gloves and follow proper disposal procedures directly following these occurrences.

## ADMINISTRATION

### Cleaning & Sanitizing Protocol

- The consumption of shared food is discontinued
- Masks must be worn by staff at all times when in all kitchens and common areas
- Everyone (part of Culinary team or not) **MUST** wash their hands and be wearing a mask **before** entering any of the kitchens
- Desks, printers, filing cabinets, photocopier, phones and any other equipment must be cleaned at the beginning, mid and end of day
- Employees must wash/sanitize their hands each time they leave and enter the office area
- Employees must wash/sanitize their hands before and after using the photocopier

- Office surfaces and desks to be thoroughly cleaned and sanitized by the user at the start and end of each day or shift change
- Finger scan sign-in devices to be cleaned with sanitizer after each use

#### Physical Distancing Protocol

- Workstations and modified work schedules will allow for appropriate physical distancing

#### Guest Considerations

- Employees to maintain appropriate physical distance and refrain from physical contact with other employees and Members who may come into the office

### **TEAMWORKS**

- Masks must be worn by staff at all times when in all kitchens and common areas. An exception will be made when a staff member is seated and eating a meal
- No self-serve food or beverage available until further notice
- All personal lunches and snacks must be bagged and are permitted to be stored in designated refrigerators
- Single use cups for beverage to be served by a Teamworks attendant (no refills)
- Teamworks meals to be served by an attendant in designated area (no refills)
- Flatware roll-up to be provided by attendant
- Limit of 6 people at a time in Teamworks
- Staff may eat in designated area or at their desks, returning dishes to dish pit or designated dish bin

### **SECURITY OPERATIONS**

#### Cleaning & Sanitizing Protocol

- Masks must be worn by staff at all times when in all kitchens and common areas
- All contact surfaces to be sanitized at the completion of an incident (in addition to standard sanitization protocols)
- Shift managers will assign specific sanitation responsibilities and ensure proper protocols are followed
- Shift Supervisors to log completed tasks
- Shift Manager will notify the Security Supervisor after unscheduled or specialty cleaning protocols are complete (i.e. after a subject is released from a holding room and the room has been sanitized)

#### Physical Distancing Protocol

- Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. cardiac arrest of a Member/Guest). Secure PPE if required from TCC Member Services desk

#### Guest Considerations

- A supply of gloves and masks will be available at the Security Desk for those occasions when Security is required to engage with another person, within the 2 metre/6 foot protocol distance. During these times, Security must wear a mask and gloves and follow proper disposal procedures directly following these occurrences
- Security will have access to no touch Thermometer should they require it for anyone in the building

## **FOOD DELIVERY & VENDOR SUPPLIES**

### Cleaning & Sanitizing Protocol

- All deliveries and vendor supplies to be received by a staff member in Loading Bay
- All deliveries and vendor supplies will be sanitized before transferring onto the property; and put in storage or designated areas
- Deliver staff, vendors and contractors must complete a health declaration and wear a mask before entering the Club

### Physical Distancing Protocol

- There may be times when the receiver will have to work within the 2 metre/6 foot protocol distance to assist with a delivery. During these times, they must wear a mask and gloves and follow proper disposal procedures directly following these occurrences

### Guest Considerations

- Before entry into Loading Bay is permitted, the Delivery/Vendor/Contractor will complete a daily health waiver and wear a mask at all times
- A supply of gloves and masks will be available at the Loading Bay to allow for delivery assistance



## RESPONDING TO COVID-19 CASES AT TCC

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Entry Screening	Non-invasive thermometers will be placed at each entry point to the Club. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 or a temperature above 38C/100F will be discreetly offered a secondary screening.
Secondary Screening	The Member/Guest displaying an elevated temperature will be escorted to a designated, private and isolated area (Member Services offices) and provided with PPE. A team member using appropriate PPE (including a surgical mask and eye protection) and a temporal thermometer will record a second temperature. If the Member/Guest refuses the secondary reading, they will be denied entry to the Club and provided a COVID-19 information card.
Visitors with Elevated Temperature **See additional procedures below for current guests of Members, Auberge Hotel guests and reciprocal Members visiting TCC	If the secondary reading confirms that the Member/Guest has a temperature above 38C/100F, the visitor will be denied entry to the Club, be directed towards medical care and provided with resources and recommendations based on Vancouver Coastal Health authority guidelines. The Security Supervisor will collect basic Member/Guest information including name, names of close contact guests in their party and ID (i.e. driver's license or employee ID). The Supervisor will then make initial observations for the known symptoms of COVID-19 including cough, fever and shortness of breath. If a visitor refuses to provide information or cooperate with Security, the Member/Guest will be denied entry to the Club.
VCH Reporting	The Security Supervisor handling the case will immediately notify the Vancouver Coastal Health (VCH) at (811). Option 2 and advise the operator that there is a possible case of COVID-19. Inform VCH if the visitor is requesting medical care or refusing to cooperate and leaving the property.

<p>GUESTS NOT PERMITTED AT THIS TIME – Auberge Hotel Guests visiting fitness centre</p>	<p>If a current hotel guest is deemed to have an elevated temperature, and not in medical distress, the guest should be offered the opportunity to return to their room and gather their belongings before transportation is arranged.</p>
<p>Transportation</p>	<p>If the Member/Guest has their own vehicle the Member/Guest may leave in their own vehicle. If the Member/Guest does not have their own vehicle, an ambulance will be called to transport the person to the appropriate medical care facility as directed by the VCH and local health authorities. Members/Guests who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, taxis, Uber, Lyft or other shared transportation options.</p>
<p>Internal Reporting</p>	<p>The Security Supervisor will prepare an incident report. The report will be submitted to VCH and TCC Management. At a minimum, the incident report is to include the Member/Guest name, identification information, room number (if applicable), if the temperature reading(s) was above 38C/100F and if the visitor was transported for medical care. The incident report will be updated as new information is available and when/if the Member/Guest returns to property.</p>

In the event of a confirmed case of COVID-19 at Terminal City Club, the following steps will be taken:

1. VCH will be in contact with those individuals they believe should be tested. Here are the VCH guidelines. Click [here](#) for more information on contact tracing.
2. All high touch areas must be thoroughly cleaned as well as all other common areas; as per our Protocol Plan.
3. TCC will provide communication to all staff while protecting the privacy of the individual.
4. All Staff/Members/Vendors/Contractors will continue to follow protocol plan to ensure that all precautions are taken to avoid further spread.

***Based on the latest known updates, this document is current as of February 5, 2021. This document will continue to be updated as further protocols and best practices are implemented.***