

# TCC CORONAVIRUS COVID-19 PROTOCOL PLAN

January 2022

We monitor 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 January 5, 2022.  
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 \(VCH\)](#)
- [BC Centre for Disease Control \(BCCDC\)](#)
- [Office of the Provincial Health Officer](#)
- [Chief Public Health Officer of Canada](#)
- [WorkSafe BC](#)

In line with these recommendations, TCC will ensure that:

- Masks will be worn by Employees/Members/Guests/Vendors in all common areas, except for when seated at a table. Members will also be required to wear a mask in the Fitness Centre.
- Proper hygiene procedures and hand-washing protocols are observed rigorously amongst our staff, as always.
- High-touch surfaces around the Club and Lions 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/party are ill or experiencing any COVID-19 related symptoms including fever, cough, sore throat, shortness of breath, muscle and joint pain, etc.
- Use of many areas of the Club requires **reservations**. Groups will be limited in size as per the Provincial Health Order requirements. Events will also align to the PHO. We will continue to monitor and update our protocols as more information is 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 Jogger Entrance
- Members/Guests will be required to present **proof of vaccination and identification** upon entry to the Club
- Masks are available to everyone 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.

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 stay informed 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. Continue to update our protocols as more information comes available, reduce occupancy accordingly, physical distancing and guest limit in our restaurants and event spaces has been implemented.
3. All staff will wear a mask. Wearing a mask is uncomfortable; however, it ensures droplets cannot be easily passed to one another. Masks must also be worn by Members/Guests at all times with the exception of when seated at a table. 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 as 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 continue to work 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 by using the 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. Meeting rooms and banquet spaces are set up to meet the PHO requirements.

**Back of the House** All staff are 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, employee sign-in time stations, employee restrooms/change rooms, loading bay, offices, kitchens, and Teamworks and other temporary lunch areas. Physical distancing protocols including plexiglass installation will be used in 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, cleaning equipment, keys, time clocks, all A/V equipment including clickers and cables, keyboards and all other direct contact items used throughout the Club.

**Queuing** Any area where members or employees queue up will require physical distancing. Markers may be used in some common locations like the Member Services area.

**Workstations** will meet the physical distancing guidelines. In situations where it is not feasible, plexiglass installation will be used. Staggered shift times and work-from-home arrangements (when possible) will also be provided to allow for reduced employee contact.

**Proof of Vaccination** Members/Guests will be required to present proof of vaccination and identification upon entry to the Club.

**Restaurants, Bars and Ballrooms:** We will continue to monitor and implement all Provincial Health Orders as they relate to the use of restaurants, bars and ballrooms.

**Pool Area** Seating on pool area 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 as set by the PHO. Chlorination testing and filtration systems will be monitored more frequently to meet/exceed VCH standards.

**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 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 and provincial mandated occupancy limits.

**Hand Sanitizer** Dispensers, touchless whenever possible, will be placed at key 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 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 House Signage** Health and hygiene reminders will be posted throughout the Club reminding employees of the proper way to wash hands; wear, handle and dispose of masks, use gloves (and face masks if requested) 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 and report all presumed/possible cases of COVID-19 to VCH. We will be ready to provide support for Members too. Employees are instructed to sign off on a daily health form and to stay home if they or a member of their household does not feel well. Members are also requested to stay home if they or a member of their household does not feel well. Employees are instructed to contact a manager/Executive if they or a co-worker/Member/Guest exhibit a cough, shortness of breath, or other known COVID-19 symptoms.

**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 recommended actions.

**Member/Guest Arrival** Member Services team will greet each Member/Guest to the Club. All Members/Guests will be required to present proof of vaccination and identification upon entry. Masks must be worn by Members/Guests at all times while in the Club with the exception of when seated at a table. Masks will be provided if needed. Signage will also be prominently displayed outlining proper mask usage and current physical distancing practices in use.

# THE MEMBER EXPERIENCE

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## Arrival

- Members will enter the Club through the main entrance only until further notice
- Masks must be worn by Members/Guests at all times while in the Club with the exception of when seated at a table.
- Members will be offered a mask if they have not brought one with them. Gloves are also available upon request.
- Parkade elevator will stop at the Lower Ground floor only with staff to greet them upon arrival



## Elevators

- Elevator button panels will be sanitized at regular intervals
- 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 and hand sanitizer will be provided in each meeting room for guest use (subject to availability and stored out of reach of small children)

## Physical Distancing & Mandatory Mask Procedures

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

1. Staff are empowered to give the Member a verbal reminder of the protocols and report this to a Manager
2. The Manager will communicate this infraction to the Membership Administrator, who will send an email reminder to the Member, reminding them of their responsibilities as it relates to protocol procedures. Documentation of the infraction will be filed in the Member's account
3. If the issue persists, the Member will be brought before the House & 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 complete TCC Privacy Policy can be found [here](#).

# EMPLOYEE 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 as frequently as possible (ideally every 30 minutes), or use sanitizer when a sink is not available, and after any of the following activities: use of 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.

**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, 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. 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 also be made available.

**Daily Pre-Shift & Timekeeping** Employee pre-shift meetings will be conducted in areas that allow for appropriate physical distancing between employees. Hand sanitizer will be available at each time clock location and employees will be required to wash or sanitize their hands after clocking in/out. 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

Until Further Notice:

- Indoor dining will be permitted – up to 6 people per table
- Squash Courts and Pool are open with limited availability. All other areas of the Fitness Centre are closed until further notice
- Members attending the Fitness Centre are required to wear a mask, as set by the PHO, with the exception of when swimming, showering or while inside the court playing squash
- Fitness classes, both low and high intensity sessions will be through Zoom only
  - Masks must be worn by Members/Guests at all times with the exception of when seated at a table
  - Employees must wear a mask (and gloves/face shield as job duties require at all times with the exception of when a staff member is seated and eating a meal and physically distanced from others
  - Employees to complete a daily health declaration before the start of every shift
  - Employees are encouraged to maintain 2 metres/6 feet physical distancing protocol
  - Health & Safety Lead to coach and promote Protocol Plan with regular department visits
  - Health & Safety Committee members to regularly assist with identifying any protocol gaps
  - Procurement Lead to ensure Club has necessary supplies
  - Doors to be propped open, where permitted and in compliance with building regulations, to reduce touch
  - Plexiglass barriers have been installed in Member facing areas (e.g. Member Services)
  - Plexiglass barriers have been installed in offices where physical distancing is not attainable
  - Employees will be issued a copy of this COVID-19 Protocol Plan and safety training including talking points for safety standards
  - All items in every department will be cleaned on a regular schedule, including storage areas
  - Employees are to wash their hands frequently e.g. each time they leave and return to their work area or use hand sanitizer as an alternative if handwashing is not available
  - Employees are empowered to monitor adherence to protocols and encouraged to bring suggestions forward on how we may improve our protocols
  - Employee Sick Leave Policy will be updated and posted with specific reference of COVID-19 symptoms and protocol
  - Member washrooms will be cleaned regularly throughout the day
  - 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 Lions 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 Entrance. **Lions 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; Lions 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 cleaning; 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 be worn by Members/Guests at all times except for when seated at a table. Members attending the Fitness Centre's squash courts and pool area will also be required to wear a mask, unless swimming, showering or while inside the court playing squash
- 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

## MEMBER SERVICES

### Cleaning & Sanitizing Protocol

- Sanitize all guest touch points after each transaction including EMV Credit Card Devices, pens, sign-in devices and registration countertops
- Offices, Registration Desks to be thoroughly cleaned and sanitized with every shift change

### Physical Distancing Protocol

- Use stanchions to establish appropriate 2 metre/6-foot distancing
- 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

- Members will enter the Club through the main entrance only until further notice
- Parkade elevator will stop at the Lower Ground floor only with staff to greet members upon arrival
- Terminal City Club entry doors to be propped open to reduce touch
- Masks must be worn by Members/Guests upon entering the Club and at all times with the exception of when seated at a table.

- Members attending the Fitness Centre's squash courts and pool area will also be required to wear a mask, unless swimming, showering or while inside the court playing squash
- Members will be offered a mask if they have not brought one with them. Gloves are also available upon request.
- No self-service beverages available for lemon water, coffee, tea at Member Services
- Masks must be worn by all consultants, contractors and non-TCC staff while in the Club both front and back of house

## **BUSINESS CENTRE**

### Cleaning & Sanitizing Protocol - Housekeeping

- Counters and equipment sanitized regularly throughout the day

### 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 be worn by Members/Guests upon entering the Club and at all times with the exception of when seated at a table.
- A limited number of members permitted in Business Centre at one time as set by PHO
- Computers and machines are accessible to one person at a time; and must be sanitized between uses
- Access to the room to be provided by Member Services
- Limited print magazine and newspaper services throughout the property. Members encouraged to access on their personal devices

## **FITNESS CENTRE & POOL**

### Until Further Notice:

- Squash Courts and Pool are open with limited availability. All other areas of the Fitness Centre are closed until further notice
- Members attending the Fitness Centre are required to wear a mask with the exception of when swimming, showering or while inside the court playing squash
- Fitness classes, both low and high intensity sessions will be through Zoom only
- Laundry services are paused as Fitness Centre gym is currently closed

### Cleaning & Sanitizing Protocol

- Chaise lounge chairs are sanitized regularly throughout the day
- Towels are available inside change rooms
- Change rooms and all other tables and counters to be sanitized by Housekeeping regularly throughout the day
- Members required to hand-sanitize when entering and exiting each area including all main entry points - squash courts, pool area, Elevator 3, and Jogger Exit
- During operational hours Housekeeping staff will be readily available and Fitness Attendants will also monitor and sanitize the locker-room and pool area



### Physical Distancing Protocol

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

### Guest Considerations

- Masks must be worn by employees at all times with the exception of when a staff member is seated and eating a meal and physically distanced from others
- Masks must be worn by Members attending the Fitness Centre with the exception of when swimming, showering or while inside the court playing squash
- Hotel guests and reciprocal members now have access to open areas of the Fitness Centre

### **OUTLETS – The Grill (1892), Member Lounge, Cuvee**

#### Cleaning & Sanitizing Protocol

- Host podiums and all associated equipment to be sanitized regularly throughout the day
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized regularly throughout the day
- POS terminals to be sanitized between each user; before and after each shift. 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
- Trays (all types) and tray stands to be sanitized regularly throughout the day
- Storage containers to be sanitized before and after each use
- Food preparation stations to be sanitized after each use
- Finger scan sign-in devices to be cleaned with sanitizer after each use
- Tablecloths – 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 for laundering



#### Physical Distancing Protocol

- TCC hosts and staff 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 table (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

#### Guest Considerations

- Masks must be worn by Members/Guests at all times with the exception of when seated at a table
- Members/Guests per table are limited to the number permitted by the PHO
- 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)
- 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

- Dance floors and karaoke has been suspended. Background music permitted at a conversational level

## **OUTLETS BEVERAGE SERVICE**

**Menus** Food and drink menus are provided in hard cover copies and are sanitized after each use. QR codes are provided as an alternative. All menus are also available on TCC's website.

### Beverage Service

- Glasses are to be touched by stem or base only. If stemless hold close to bottom of glass
- Ask Member/Guest if they would like the wine poured for them or if they would prefer to pour the bottle themselves
- 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
- All beverages will only be served to Member/Guest in their assigned seating



### Cocktail Service

- All equipment/mise-en-place to be thoroughly cleaned after each use
- Utilize tongs for all garnishes
- Soda gun is not being used at this time. Cans of soda will be used instead
- All beverages will only be served to Member/Guest in their assigned seating

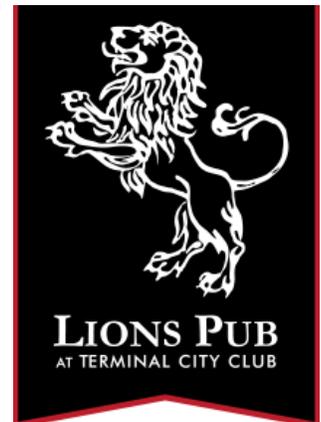
### Glass Polishing

- Prior to glasses being polished, employees will properly sanitize their hands in addition to wearing a mask
- Glasses are to be held by stem or base only. If stemless, hold close to bottom of glass
- Polishing cloths to be changed frequently

## **LIONS PUB**

### Cleaning & Sanitizing Protocol

- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized on a regular basis throughout the day
- Host Podiums including all associated equipment to be sanitized on a regular basis throughout the day
- POS terminals to be assigned to a single server where possible and sanitized between each user. 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
- Condiment containers to be sanitized after each use or single use
- Bill folds/check presenters, votives, pens and all other reusable guest contact items to be sanitized after each use or single use
- Menus to be sanitized before and after each use or single 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 regularly throughout the day
- Pub Kitchen to be thoroughly cleaned and sanitized daily
- 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 be worn by guests at all times with the exception of when seated at a table. All food and beverage will only be served to seated guests
- Guests will be required to present proof of vaccination and identification upon entry

## Other

- Employees are welcome in Lions 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 Entrance. **Lions Pub is not permitted as a point of entry or exit when coming to or leaving work.**

## MEETINGS, BANQUET EVENTS

Until further notice, all meeting and event space booking will be limited to the current provisions outlined in the Provincial Health Orders. We will continue to monitor and update as more information becomes available.

## Protocols include

- Regular and thorough cleaning of all meeting, banquet event areas, pantries, storage rooms; including all equipment, items in storage, tables, chair, staging, coffee pots etc.
- Regular and thorough cleaning and sanitization of all AV equipment, microphones, speaker phones, projectors as well as clickers and cables; prior to and after each function
- Regular and thorough cleaning of high-touch points will be done after each function:
  - Phones, tablets and remotes
  - Thermostats
  - Doors and doorknobs
  - Drapery pulls
  - Lights and lighting controls
- Sanitization stations and hand sanitizer provided in meeting rooms, including registration tables and podiums, pantries and service areas
- Debit and credit payments only at Cash Bar service. No cash handling until further notice
- Single use material to be disposed of and changed after each function
- Regular review of room configurations and floor plan layouts to meet distancing protocol
- Masks must be worn by employees at all times including all back of house duties; except when the employee is seated and eating a meal and physically distanced from others



## 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
- Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized regularly throughout the day
- 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 sanitized after each use or single use
- Trays (all types) and tray stands to be sanitized after each use
- Storage containers to be sanitized before and after each use
- Hand-held devices to be sanitized after each use

### Physical Distancing Protocol

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

### Guest Considerations

- Masks must be worn by Members/Guests at all times with the exception of when seated at a table
- Dance floors and karaoke have been suspended. Background music permitted at a conversational level

## **KITCHEN & STEWARDING**

### Cleaning & Sanitizing Protocol

- All Staff, Vendors, Contractors must wear a mask and wash/sanitize their hands before entering any kitchen
- Kitchen team must wear masks throughout shift. Masks will need to be changed frequently to ensure effectiveness. Team allowed frequent breaks to accommodate
- Kitchen team may wear gloves and replace them according to Food Safe and protocol requirements. Hand washing must occur before gloves are replaced or if face or face mask is touched while wearing gloves.
- Consumption of shared food will be discontinued
- Any shared food and beverage equipment in back of house areas (pantries, storage, offices) must be sanitized by the user on completion of the assigned activity
- Food preparation stations to be sanitized between each distinct task and at least once every two hours
- 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 reviewed 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 user, e.g. robo coupe, vitamix, thermomix, vacuum pack machine, meat slicers, scales, microwave, steam kettles, tilt skillet, and hand carts (limit the number in use)
- Kitchen office – desk chair handles, desk surface, keyboard, mouse, telephone sanitized between users, and by last user at end of day
- Shared keys and FOBS to be sanitized between users
- Stewards must wear mask and gloves when spraying, organising, loading dirty dishes, etc.
- Stewards must wear mask and gloves when putting items away



### Physical Distancing Protocol

- Masks must be worn by all employees at all times except when seated at a table and eating a meal and physically distanced from others
- Gloves may be worn by kitchen team and replaced regularly

### Guest Considerations

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

## Other

- Masks must also be worn by Vendors, Delivery staff, and Contractors at all times
- Vendors, Delivery staff, and Contractors to complete a daily health waiver upon entry
- Food Safe and WHMIS Recertification continue to be closely monitored

## HOUSEKEEPING & LAUNDRY

Until further notice Member laundry services are paused

### 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 washrooms will be sanitized regularly throughout the day
- Member Washrooms will be sanitized regularly throughout the day
- Finger scan sign-in devices to be cleaned with sanitizer after each use



### Physical Distancing Protocol

- Maintain physical distance with Members and employees when cleaning

### Guest Considerations

- Shoeshine (located at Member Services) will be sanitized regularly throughout the day
- Until further notice Member laundry services are paused

## UNIFORM CONTROL

### Cleaning & Sanitizing Protocol

- Laundry to be cleaned in accordance with required guidelines

### Physical Distancing Protocol

- Change room floors to be clearly marked with available and unavailable spaces to be used for dressing
- Limit of three employees at one time permitted in change room area

## ENGINEERING MAINTENANCE

### Cleaning & Sanitizing Protocol

- Masks must be worn by employees at all times with the exception of when seated at a table and eating a meal and physically distanced from others
- Air Filter and HVAC Cleaning will occur more frequently for air exchange to be maximized
- Shared tools, equipment and other direct contact items will be sanitized before and after each shift or anytime the equipment is transferred to another employee e.g. phones, radios, engineering tools, keys

### Physical Distancing Protocol

- Employees in the maintenance shop will be limited to no more than 3 at one time, including office staff
- Scheduled hours will be flexible from early morning to late evening
- Plexiglass is installed between workstations

## **ADMINISTRATION**

### Cleaning & Sanitizing Protocol

- Masks must be worn by employees at all times with the exception of when seated and eating a meal and physically distanced from others
- Office surfaces and equipment including desks, phones, printers, filing cabinets and photocopiers must be sanitized daily (at a minimum) by the user
- Employees must wash/sanitize their hands each time they leave and enter the office area
- Employees must wash/sanitize their hands after using finger scan sign-in devices
- Employees must wash/sanitize their hands before entering any kitchen or pantry area

### Physical Distancing Protocol

- Workstations will meet the physical distancing guidelines. In situations where it is not feasible, plexiglass installation will be used. Staggered shift times and work from home arrangements (when possible) will also be provided to allow for reduced employee contact.

### 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 employees at all times with the exception of when a staff member is seated, eating a meal and physically distanced from others
- Lunches will be provided and served as outlined in the PHO
- Employees preferring personal lunches and snacks must bag, label and store in designated refrigerators only
- A limited number of employees are permitted in Teamworks at one time, as set by PHO
- Employees may eat in other designated areas or at their desks, and promptly return dishes to dish bin

## **SECURITY OPERATIONS**

### Cleaning & Sanitizing Protocol

- Security must wear a mask at all times with the exception of when seated and eating a meal and physically distanced from others
- Shared equipment, keys, etc. and all contact surfaces will be sanitized at the beginning and end of each shift

### Physical Distancing Protocol

- Standard protocols will be followed unless a specific situation requires more close contact (see 'Other')

### Other

- Gloves are also available at the Security Desk should security staff require them (e.g. assisting with a medical emergency). Mask and gloves must be disposed of properly, directly following such interactions

## **DELIVERY, VENDOR SUPPLIES & CONTRACTORS**

### Cleaning & Sanitizing Protocol

- Delivery staff, Vendors and Contractors must wear a mask at all times while in the facility
- All deliveries and vendor supplies to be received at designated area (e.g. Loading Bay)
- Delivery staff, Vendors and Contractors must sign a health declaration

Physical Distancing Protocol

- There may be times when the staff receiving goods will have to assist with a delivery. Mask and gloves must be worn during these times, and disposed of properly, directly following such interactions

Guest Considerations

- Before entry into Loading Bay, Delivery staff, Vendors and Contractors will complete a daily health waiver and wear a mask at all times while in the facility
- A supply of masks and gloves will be available at the Loading Bay if needed



## RESPONDING TO COVID-19 CASES AT TCC

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<p><b>Entry Screening</b></p> <p>Members, Guests, Visitors Auberge Hotel Guests and Reciprocal Members visiting TCC</p>	<p>Please <b>do not visit</b> the Club under any circumstances if you or any members of your household/party are ill or experiencing any COVID-19 related symptoms including fever, cough, sore throat, shortness of breath, muscle and joint pain, etc.</p> <p>Any person displaying such symptoms will be discreetly excused from entering the Club and provided with medical care resources (811) and recommendations based on Provincial Health Orders and Vancouver Coastal Health authority guidelines.</p>
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In the event of a confirmed case of COVID-19 at Terminal City Club, we will contact VCH and follow their guidance. Additionally:

1. VCH will be in contact with those individuals they believe should be tested.
2. When providing communication to staff, TCC will protect the privacy of the individual.
3. All Staff/Members/Vendors/Contractors will continue to follow the protocol plan to ensure that all precautions are taken to avoid further spread of the virus.

***Based on the latest known updates, this document is current as of January 5, 2022. This document will continue to be updated as further protocols and best practices are implemented.***