

# Approach to Safely Hosting Meetings & Conventions

## OUR COMMITMENT TO SAFETY

At the Halifax Convention Centre, keeping you and your guests safe is our top priority. Our team follows the principles and policies as set out by the Province of Nova Scotia. We have implemented new, enhanced safety measures and protocols to adapt our facility and event operations and we will work in partnership with you, the Event Organizer, to create a memorable and safe event for everyone.

## OUR ROLE

### FACILITY

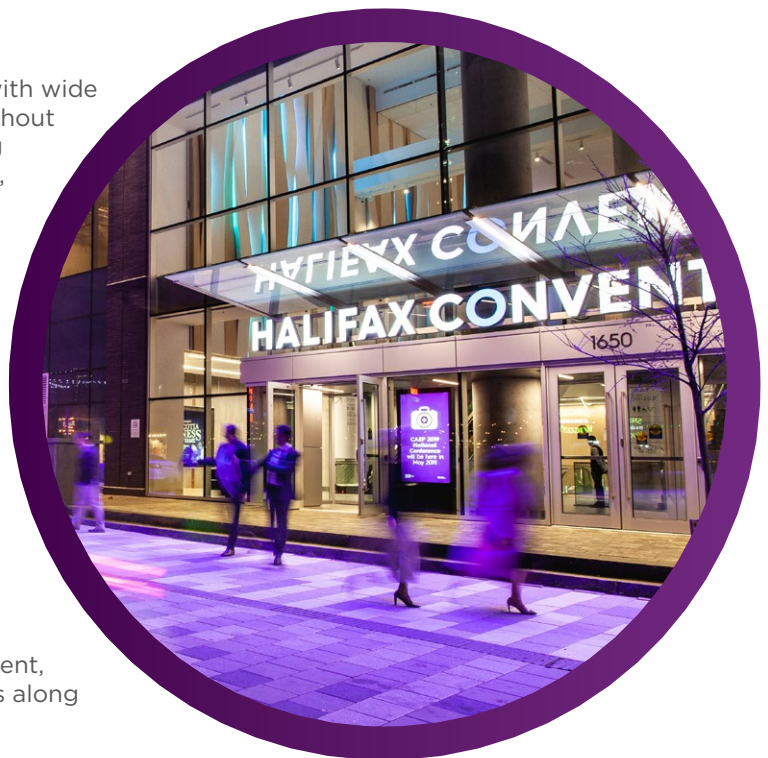
Our Halifax Convention Centre boasts open spaces with wide hallways designed to help people move easily throughout the facility. The configuration of our Centre, including large entrance areas and independent meeting levels, allows us to safely manage the flow of guests.

Common areas, including public and pre-function areas within the Centre, are used primarily for the transition of guests between event and meeting spaces. The furniture in our common areas is arranged to promote physical distancing and floor decals are strategically placed to remind guests to maintain a distance of six feet.

Signage is provided in all common areas to remind guests of mask requirements, proper handwashing, respiratory protocols, and occupancy limits. Floor decals support physically distanced queuing outside washroom areas.

Hand sanitizers, with a minimum of 60% alcohol content, are provided throughout the facility in common areas along travel routes and inside of meeting rooms.

The occupancy limit for each meeting room is clearly posted.



## OUR STAFF

Before coming to work, all Halifax Convention Centre employees complete a daily self-assessment based on the most current Nova Scotia COVID-19 checklist. On site, all staff are required to wear a non-medical face mask.

Our employees practice enhanced health and safety procedures throughout their shift, including frequent handwashing, wearing a mask and physical distancing.

Prior to the start of each shift, all Halifax Convention Centre staff receive a safety review to reinforce all COVID-19 health and safety protocols.

## OFFICIAL PARTNER SUPPLIERS

Our [official partner suppliers](#) are required to develop safe event delivery plans that include daily self-assessments, mask enforcement, and other enhanced health and safety procedures their teams must follow.

We have a controlled entry and sign-in process for our partner suppliers, which includes a scheduled move-in and move-out with a dedicated entrance and an assigned path of travel throughout the facility.

## CLEANING

Our cleaning protocols go above and beyond standard practice with enhanced monitoring and sanitization of frequently touched areas, surfaces, and equipment.

Our venue is frequently sanitized and cleaned with an emphasis on high-touch surfaces, including escalators, door handles, public space furniture, and meeting room furniture. Washrooms are sanitized one hour before the first function of the event and 15 minutes prior to each scheduled break.

Meeting room furniture is sanitized approximately one hour before the first function of the event and at the conclusion of the event each day. During an event, frequently touched surfaces such as podiums, tabletops, and water stations will be sanitized during scheduled break times.

## FOOD & BEVERAGE

In consultation with Public Health and the Province of Nova Scotia, the following best practices ensure our clients, attendees and team members remain safe while in our facility:

### GUEST EXPERIENCE

- Food and beverage service is focused on an individual approach. Menus are engineered for simplicity and to create a seamless guest experience, while following safe service delivery standards.
- Modifications to all shared table service items are tailored to provide safe service, which includes



the use of individually packaged salt, pepper, sugar, milk, cream, and butter.

- Tableside service of alcoholic beverages is offered to facilitate safe service practices. Guests who purchase an alcoholic beverage to accompany their meal can do so from their server who is equipped for 100% cashless payment at the table.

### BEHIND-THE-SCENES

- Our catering and culinary teams adhere to Hazard Analysis and Critical Control Points (HACCP) food safety management standards.
- Culinary, stewarding and service areas are sanitized on a frequent schedule or between each use with an effective, concentrated, Health Canada-approved surface sanitizer.
- Our team follows enhanced handwashing protocols between each change of task/activity or at least every 30 minutes.

## DESIGNATED EVENT ENTRANCES

Each event is assigned a designated entrance (Argyle Street or Grafton Street) depending on which floor the event is taking place. Signage is placed to direct guests to their designated entrance, and our Delegate Experience Team will help to direct guests as they arrive.

Event organizers are expected to communicate to guests which entrance has been assigned for their event. Only individuals attending an event will be permitted entry into the Halifax Convention Centre.

## ELEVATOR ACCESS

Guests parking in the Nova Centre parkade, will use the North Tower vestibule (Blue). Guests will exit the North Tower via Grafton Street and proceed to their designated entrance (Argyle Street or Grafton Street).

The designated elevator in the parkade with direct access into the Halifax Convention Centre is limited to accessibility needs only during events. Signage is located at elevator lobbies for guests who require accessibility assistance and require elevator access. A member of our Delegate Experience Team will support any guest who requires accessibility assistance.

## YOUR ROLE

As the Event Organizer, you have a responsibility to implement and enforce health and safety protocols to ensure the safety of guests, volunteers, staff and suppliers. Our team will provide you with an event safety checklist and will assist you through the planning process to ensure you have all of the information you need to host a safe, successful event at the Halifax Convention Centre.

## PRE-REGISTRATION

It is the Event Organizer's responsibility to have an in-depth advance registration process in place which tracks event attendees, including contact information to support contact tracing requirements. This must also include a mechanism to track staff and volunteers. Contact information is to be kept for a minimum of 30 days after the event.

It is also the Event Organizer's responsibility to ensure the event adheres to current Nova Scotia gathering limits by capping registration at appropriate numbers agreed upon with the Halifax Convention Centre's Event Management Team.

## COMMUNICATIONS

Your advanced communication to attendees is crucial to the safety and trust of your guests. Pre-event communications should include:

- Individually scheduled arrival time(s), designated facility entrance(s), dedicated zone(s), and seating assignment(s), as applicable.
- A self-assessment tool which communicates COVID-19 symptoms and related guidelines.
- Clear instruction to stay home and complete an online assessment if feeling unwell or exhibiting any COVID-19 symptoms.
- Mandatory use of masks on-site except when seated and consuming food and beverage.



- Compliance requirements regarding physical distancing, handwashing procedures, and general respiratory etiquette.
- Communicate key protocols on your website, in your program or exhibitor manual, via your event app and through push notifications (if applicable).
- Your Event Manager will support you by supplying tactics, tips, and communications templates to help ensure your delegates are well informed about the safety measures in place for your event.

## PRE-EVENT PLANNING

Your Event Manager will work with you to produce physically distanced room setups and to plan facility entrance and exit details for your event. With your Event Manager, you will develop a strategy to regulate the flow of your guests and manage adherence to zones.

## ON-SITE EVENT REQUIREMENTS

Event Organizers are required to maintain a staffed registration desk on-site and ensure event attendance does not exceed limits agreed upon with your Halifax Convention Centre Event Manager.

Registration at the event ensures the daily successful completion of a COVID-19 self-assessment for all staff, volunteers, suppliers and attendees. Attendees who cannot successfully pass a self-assessment will be asked to leave the event immediately and do the online assessment, which can be found at <https://covid-self-assessment.novascotia.ca/en>.

All guests of the facility must wear a non-medical mask while on-site. Event Organizers will play a key role in reinforcing mask requirements in event spaces.

Event Organizers must provide appropriate signage and announcements within their event space(s) to clearly communicate protocols, expectations, and self-assessment. Your Event Manager will support you by supplying signage templates and announcement scripts.

We highly recommend keeping all meeting room doors propped open to reduce touch points. To assist you, we will automatically prop your doors open before your first function start time. If you require your doors to be closed, please speak to your Event Manager.

## SAFETY LEAD

Event Organizers are required to designate at least one member of their team as a Safety Lead.

The Safety Lead(s) will:

- Proactively monitor all health and safety protocols with special consideration for physical distancing, handwashing/sanitizing practices, and mask etiquette.
- Ensure all event activities comply with posted Halifax Convention Centre space occupancy limits.
- Observe all staff, attendees, volunteers, and suppliers for signs or symptoms of COVID-19.

The Safety Lead(s) will coordinate with the Organizer throughout the event, and the Organizer will communicate with their Halifax Convention Centre Event Manager as required.

## GUEST SUPPLIERS

Event Organizers who opt to use a guest supplier have the responsibility to ensure the supplier can safely deliver their products and services.

If you are working with any party other than an [official partner supplier](#) of the Halifax Convention Centre, you are required to submit the partner's plan for delivering services in a safe and responsible fashion to your Event Manager ten or more business days prior to the event move-in date.

## FEELING ILL ON-SITE

It is possible that even with rigorous self-screening protocols, a staff member, attendee, volunteer or supplier may begin to experience symptoms of COVID-19 on-site. If a guest becomes ill on-site, the Event Organizer must ask the guest to immediately leave and complete an online assessment. The Event Organizer must inform their Event Manager immediately if this action is required.

