



WHISTLER CONFERENCE CENTRE COVID-19 PROTOCOLS

The health and safety of our guests and employees are the top priority of the Whistler Conference Centre (WCC). We are committed to protecting both our employees and visitors, while providing peace of mind and a safe environment to host meetings and events. The team is following the advice of British Columbia Health Services in their recommendations to contain the spread of COVID-19.

This document will be updated as best practices and government regulation evolves. For the most up to date information please contact sales@tourismwhistler.com

VENUE SIZE

The Whistler Conference Centre offers 40,000 square feet of meeting space including a 16,500 square foot ballroom (which can divide into three rooms), 6,000 square feet of pre-function space and 13 breakout rooms on the lower level.

GROUP CAPACITY

Based on social distancing requirements of 6 feet between people, industry standard is suggesting a minimum of 36 square feet per attendee plus additional space for ingress and egress so attendees can feel safe as the move through the building. Group size will be determined by the current Public Health Order outlining occupancy maximums.

THE FOLLOWING SUMMARIZES THE PROTOCOLS TO ENSURE A SAFE GUEST EXPERIENCE:

Guest Arrival

- Points of entry are limited to allow our team to conduct non-invasive temperature checks. Guests confirmed to have a temperature over 100.0°F will not be allowed entry to the venue and will be directed towards appropriate medical care
- Guests are personally greeted and asked to use hand sanitizer and to wear a mask, provided by the centre
- Guests enter the venue through doors that are either propped open, are automated or manually operated by an employee

Signage

- Appropriate signage is prominently displayed throughout the venue outlining health and hygiene reminders including proper mask usage and physical distancing

Hand Sanitizer

- Hand sanitizer dispensers, touchless when possible, are placed at key guest and employee entrances and contact areas in the meeting spaces

Physical Distancing

- Throughout the venue, we meet or exceed Provincial Health Authority guidelines on proper physical distancing
- Guests are advised to practice physical distancing by standing at least six feet away from groups outside of their immediate travel party, while standing in lines or moving through the venue
- Any area that guests or employees queue is clearly marked for appropriate physical distancing
- Meeting room, banquet set-up and other physical layout arrangements is planned out to ensure appropriate distancing
- If a larger room is available, a complimentary space upgrade is offered to ensure maximum physical distancing.
- All Event spaces are locked after every full cleaning, after each use, and every night
- Guest flow is designed to reduce crowding and maintain physical/social distancing e.g. create designated one-way walking paths to various rooms; designated “in” and “out” doors for meeting rooms and ballrooms
- Meeting room doors are kept open where possible

Washrooms

- Our staff assist in managing washroom capacities and control flow to ensure proper social distancing
- Every third urinal is placed out of order to provide social distancing
- Separate entry and exit doors direct one-way traffic through male and female washrooms that have two doors. Note: this is not possible in the small women’s washroom and therefore this washroom would be closed
- Doors to our washrooms are permanently propped open



- Signs are posted to encourage proper hand hygiene inside washrooms.
- Social distancing markers are placed on the floors of washrooms to control crowding at hand wash basins

Food Service

- The size of individual food stations have been increased to prevent crowding and queuing
- Coffee and other break items is attended and served by a staff member
- Individual bottled water can be provided in lieu of water carafes on meeting tables and water stations.
- We eliminated all pre-set items (pens, pads, candies) at all individual tables. Pens and pads will be placed on a separate table in back of room
- Flatware is provided as a roll-up
- Condiments are served in individual packaged containers
- Plexi-glass screens are used at bars and cashier stations
- Credit cards and debit cards are the only format for payment
- All linen is replaced after each use
- Clean and soiled linens are transported in sealed single-use plastic bags into and out of the meeting rooms
- All shared equipment and meeting amenities are sanitized before and after each use, or are single use if not able to be sanitized

Audio Visual Protocols provided by Encore

- Encore has designed equipment packages and recommendations that reduce risk, increase confidence and promote health within the meeting space. They have the ability to connect with others not able to physically attend by supporting two way collaboration.
- Tent cards are left to indicate when equipment has been cleaned with particular attention to high-touch items such as microphones, keyboards, wireless presenters and markers.
- Outside AV Provider will be required to follow the same cleaning protocols, procedures as Encore operational staff

Cleaning Protocols

- Our team uses cleaning products and protocols which meet Provincial guidelines and are approved for effective use against viruses, bacteria and other airborne and blood borne pathogens. We have been working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary Personal Protective Equipment (PPE)

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
- Our cleaning services team has increased the disinfection of commonly used surfaces, such as handrails and door handles
- Extra hand sanitizing stations and disinfecting wipes are placed throughout the Centre to encourage everyone to disinfect their hands

Air Filter and HVAC Cleaning

- The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized
- MERV 13 Air Filters are used for all HVAC units, high quality air filters that filter virus and bacteria

Meeting Planner Requirements

- Please promote the use of masks, hand sanitizer and social distancing to all guests and attendees
- Please help facilitate the flow of traffic in and out of meeting rooms, when sessions are finished so that the rooms will be cleared in an organized fashion
- Please assist in staggering breaks and meal services
- The Provincial law requires the Planner will ensure delegate information is collected and available should contact tracing be necessary. Including full name, phone or e-mail for all attendees.



THE FOLLOWING DETAILS PROTOCOLS TO ENSURE A SAFE EMPLOYEE EXPERIENCE:

Employee Health Concerns

- Employees are instructed to stay home if they do not feel well and are to contact a manager if they notice a co-worker or guest with a cough, shortness of breath, or other known symptoms of COVID-19
- Employees who develop any of the symptoms of COVID-19 while in the building are instructed to immediately depart, isolate and notify their manager
- Employees are reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible

Employee Arrival

- Upon arrival employees (AV staff, Catering staff, Building Operations Staff, Conference Services Staff) will have a non-invasive temperature check. Employees confirmed to have a temperature over 100.0°F will not be allowed entry to the venue and will be directed to contact a Whistler Medical Facility
- Employees have masks and gloves available to them throughout their shift and are required to wear them at all times

Signage

- Signage has been posted throughout the back of house reminding employees of the proper way to wear, handle and dispose of masks and gloves, to wash hands, to sneeze and to avoid touching their faces

Physical Distancing

- Physical distancing protocols are used in the employee dining rooms, and other high-density areas in order to ensure appropriate distancing between employees

CLEANING PROTOCOLS

Back of House

- The frequency of cleaning and sanitizing has increased in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, employee restrooms, loading docks, offices and kitchens

Shared Equipment

- Shared tools and equipment are sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the building. The use of shared food and beverage equipment in back-of-house office pantries (including shared coffee brewers) has been discontinued.

CONTINUED EFFORTS

Our guest and employee protocols for safety, cleaning and social distancing are updated on an ongoing basis as new information becomes available. Our Research department will survey our meeting planner partners to further explore their requirements to return to hosting their programs in our venue and our destination. As always, the team strives to exceed the expectations and needs of our clientele and can increase or adjust measures to ensure the safety and comfort of all of our guests.