



Updated Operating Procedures

JULY 2020



Policy for Reopening

General Practices

Cleaning & Sanitizing

DX Staff

Guest Policies

Clients Policies

Catering

AV

Vendors & Deliveries

Elevators & Washrooms

General Practices for Staff & Guests at DX

Physical Distancing – Public health guidance recommends a physical distance of at least 6 feet be maintained between individuals. Wherever possible, on-site tasks and workstations will be set up to maintain this physical distance.

Hand Washing – All staff and volunteers arriving to DX must wash their hands at the beginning and end of each shift or break, after using the washroom, sneezing, coughing, touching their face, blowing their nose, cleaning, eating or drinking; proper hand washing requires that hands are washed for at least 20 seconds with soap and water, and then thoroughly dried. In addition to these circumstances, staff and volunteers should wash their hands at least every 60 minutes, or as required, and dry thoroughly. Where the situation prevents proper hand washing, staff and volunteers should use hand sanitizer as a back-up.

General Hygiene – Staff and volunteers should avoid touching their face, and specifically their eyes, nose and mouth. It is also important that appropriate cough and sneeze etiquette is followed, meaning that a cough or sneeze should be covered with a tissue, elbow or sleeve, followed by a thorough hand washing.

Face Coverings – A mask that provides physical respiratory protection should be worn by staff and guest in all circumstances when onsite at DX.

- To properly utilize a mask, staff and volunteers should:
- Wash hands prior to putting the mask on;
- Always put the same side against their face (to avoid putting a potentially contaminated side against the mouth or nose);
- Remove the mask using the straps, to avoid touching the parts of the mask that protect their face;
- Never share a mask;
- Wear a mask only according to the manufacturer's specifications;
- Wash a cloth mask after each use.



Policy for Reopening

General Practices

Cleaning & Sanitizing

DX Staff

Guest Policies

Clients Policies

Catering

AV

Vendors & Deliveries

Elevators & Washrooms

CLEANING & SANITIZING

- Enhanced Cleaning and Sanitation schedules for all high touch areas - elevator buttons, stairwells, handles etc.
 - Rotation every hour during events
 - Elevator buttons inside and outside
 - Registration Counters
 - Bathroom surfaces
 - Door handles
 - Bannisters
- Service stations, beverage stations, counters and trays will be on cleaning and sanitizing schedule
- Dining tables, cruiser tables, chairs, sanitized after every use
- Linens have to be replaced after every use
- Kitchen and bussing areas to be deep cleaned once a day
 - After each meal surfaces to be sanitized
- Linen to arrive in bags for every event
- Chairs and tables to be sanitized after every event
 - In case of a room flip the chair and tables will be sanitized after every use
- Each room to have a sanitization kit
 - Hand sanitizer
 - Wipes
 - Cleaning spray
- All Wayfinding materials (easels etc) will be sanitized before and after each use
- The coat check area will have a deep clean before every event
- Kleenex boxes can be found throughout the building



Policy for Reopening

General Practices
Cleaning & Sanitizing

DX Staff

Guest Policies

Clients Policies

Catering

AV

Vendors & Deliveries

Elevators & Washrooms

DX STAFF

- All DX staff to wear proper PPE
 - Masks are mandatory in event spaces, when working an event and at the front desk
 - Gloves are mandatory while working coat check and when transporting drinks to and from bars
 - Face shields can be worn based on staff preference
- All DX staff to keep proper social distance
 - Both from guests and from other staff
- All DX staff to follow proper hand washing protocol
 - 1 x per hour for 20 seconds and:
 - After eating or using the bathroom
- DX staff will not come to work if they have any symptoms of COVID-19 or are feeling unwell
- All DX staff will have their temperature taken before shift
- DX staff must immediately contact the DX if they are diagnosed with COVID-19 so proper tracing can take place
- All DX staff to take part in COVID 19 training
- All DX staff must sanitize hands before starting a shift
- All passcards will be sanitized before and after shifts
- All keys will be sanitized after and before use
- All dollie handles to be sanitized before and after use
- DX staff is responsible for reporting any signs of COVID to management and or medical authorities



Policy for Reopening

General Practices

Cleaning & Sanitizing

DX Staff

Guest Policies

Clients Policies

Catering

AV

Vendors & Deliveries

Elevators & Washrooms

GUEST POLICIES

- Masks are required for all guests in all event spaces
 - Masks will not be provided by the DX and are the responsibility of each individual to provide
- DX reserves the right to give a temperature check for guests upon entering the building
 - DX will work with the event organizers to establish guidelines
 - If a guest has a temperature they will be taken to a private room and given proper PPE.
 - The guests will then have to fill out basic information paperwork.
- Guests must adhere to social distancing rules
 - 6 feet minimum distance between all guests and staff
- Guests will be encouraged to use the sanitization stations before entering and leaving the building
- DX may screen all guests and ask survey questions re: COVID symptoms and recent exposure risks
- The elevator capacity will be reduced to 2 people
 - Once the capacity has been met guests must wait in designated spaces
 - The DX will provide stickers to indicate where guests may stand
- Any lineup to elevators will have proper ground signage to indicate proper distancing
- Wherever possible the guests in both the Ex Hall and Library will be directed to the stairs to the Trading Floor
- The DX will provide a staircase manager to ensure that proper social distancing is adhered to
 - Staircases will be only an UP or DOWN option
- Bathrooms will have stalls and sinks blocked off to allow for social distancing
- Bathroom capacity will be 3 at a time and monitored by washroom attendant (case by case basis)
- Guests will be encouraged to use sanitizer before entering and leaving the bathroom
- Traffic flow will be displayed by signs and floor markings
- The Design Exchange is not responsible for providing PPE to guests



Policy for Reopening

General Practices

Cleaning & Sanitizing

DX Staff

Guest Policies

Clients Policies

Catering

AV

Vendors & Deliveries

Elevators & Washrooms

CLIENT POLICIES

- Clients must sign off on Design Exchange's Updated Operating Procedures
- Clients will work with DX staff to confirm room capacities and floorplans.
 - Once confirmed the client will sign off on these documents
- Changes to plans and capacities must be done 48 hours prior to event
- The Design Exchange will be responsible for counting guests to ensure that social distancing rules have been followed
- Event planners must advise the Design Exchange of all possible cases of COVID before, during and after the event
- Clients / Event planners must collect and retain contact details for all event attendees for a minimum of three weeks post-event, to be used in case contact tracing is required
- All additional fees due to COVID-19 will be the responsibility of the client. The DX will provide a full BEO no later than 48 prior to the event which will indicate all the additional fees.
- The client is responsible for providing proper PPE for any guests that do not have any. The Design Exchange is not responsible for this



Policy for Reopening

General Practices

Cleaning & Sanitizing

DX Staff

Guest Policies

Clients Policies

Catering

AV

Vendors & Deliveries

Elevators & Washrooms

CATERING

- All Catering staff must come to work with a mask and gloves. This will not be provided by the Design Exchange
- All catering partners will be responsible for submitting a COVID-19 compliant plan to DX and clients in advance of all events
- DX reserves the right to give catering staff a temperature check when entering the building
- All catering staff must report any signs of illness or COVID to the DX immediately
- All catering staff must follow hand washing protocol
- No more than 2 people may be changing into a uniform at once
 - Preference is to arrive dressed
- Sanitation stations will be available in kitchen and busing areas
- Caterer must sign off on floor plans and capacity prior to event



Policy for Reopening

General Practices

Cleaning & Sanitizing

DX Staff

Guest Policies

Clients Policies

Catering

AV

Vendors & Deliveries

Elevators & Washrooms

AV

- All AV staff must wear mask and gloves including for deliveries.
 - This will not be provided by the Design Exchange
- All AV staff must report any signs of illness or COVID to the DX immediately
- All AV staff must follow hand washing protocol
- All equipment must be sanitized before and after using
- All staff must use sanitation stations at least every 60 minutes during their shifts
- DX reserves the right to give AV Staff a temperature check when entering the building
- All staff must follow rules and regulations provided by the Venue



Policy for Reopening

General Practices

Cleaning & Sanitizing

DX Staff

Guest Policies

Clients Policies

Catering

AV

Vendors & Deliveries

Elevators & Washrooms

VENDORS & DELIVERIES

- The Design Exchange must be made aware of any additional vendors and deliveries no less than 48 hours in advance,
- If the Design Exchange has to book a freight elevator the DX requires needs at least 1 weeks notice
- All vendors and delivery staff must-have mask and gloves
- All Vendors and Deliveries must call the DX upon arrival
- Upon entering the loading dock the driver must do a wellness check - signage is posted
- The Delivery person must also wash their hands or visit sanitation station upon entry
- Please adhere to any elevator rules and regulation
- Please follow any landlord rules and regulations
- All deliveries must be contactless. Each driver must have a mask and have gloves that are changed after every delivery
- Must also adhere to [Cadillac Fairview policies](#)



Policy for Reopening

Cleaning & Sanitizing

DX Staff

Guest Policies

Clients Policies

Catering

AV

Vendors & Deliveries

Elevator & Washrooms

Elevators

- Physical distancing protocols will be in place for all elevators and will be supported through signage and floor markings. Due to elevator cab size constraints, users are asked to use designated stairs whenever possible.
- Enhanced regular cleaning protocols with regular disinfection procedures will be in place. Special considerations will be made for all high touch points.

Washrooms

- All washrooms will have signage promoting proper hand washing as per public health recommendations.
- Where required, signage and floor markings will be installed to manage physical distancing.
- Enhanced cleaning protocols including regular disinfection of high touch points will also be in place.