



### **Crossing Operating Guidelines During COVID-19 for meetings and events**

Welcome to The Crossing and for our many returning guests, welcome back. We are excited to host you and your group and trust the following information will provide confidence that all of us at The Crossing will do our best to deliver a safe experience working within Alberta Health Services guidelines. The information outlines what you can expect from us and what we expect from you our guests.

#### **Guidelines General**

- Crossing employees will keep the recommended 2-meter physical distance, between themselves and guests -> if the 2-meter physical distance cannot be followed, employees will wear a mask
- The Crossing will provide hand sanitizer, wipes, bleach cleaner bottles and garbage cans in strategic places throughout the facility and access to hand washing stations
- COVID-19 signage will be posted at strategic locations to provide awareness and remind guests and employees to practice physical distancing, proper hand, and respiratory hygiene

#### **Guidelines for Employees**

- The Crossing has a comprehensive employee "COVID-19 Crossing Procedure" document, which we would be happy to share with guests

#### **Guidelines for Guests**

- Guests with flu like symptoms such as cough, fever, runny nose, sore throat, or shortness of breath **MUST NOT** travel to The Crossing
- Guests are required to follow the "Guidelines for Screening" protocol/questionnaire and provide the necessary information to The Crossing if a guest becomes sick while at The Crossing
- Guests that develop flu like symptoms such as cough, fever, runny nose, sore throat, or shortness of breath are asked to return home
- Guests are asked to practice frequent and proper hand hygiene
- Guests are asked to practice proper respiratory etiquette, i.e. sneeze in the crook of your arm
- Guests are asked to use hand sanitizer upon entering the premise
- The general traffic flow into our main building should be coming in the front door (and the use of hand sanitizer) and exiting through the door leading on to the deck on the west side
- The Crossing will set the meeting/conference room with one table for every guest to provide for physical distancing
- For groups staying multiple nights, in-service will only be provided by request -> guest to put sign on door if in-service is required
- We encourage organizations to develop their own set of criteria for meeting and socializing etiquette while at The Crossing, i.e. wearing PPE, etc.
- Guests are encouraged to bring their personal hand sanitizers and face masks
- The Crossing will provide flipcharts and paper -> if you feel more comfortable you may bring your own flipchart and dry erase markers

#### **Guidelines for Guest Check-In**

- We ask that only one guest at a time is greeted in the lobby -> if multiple guests arrive at the same time guest should wait outside until lobby is vacated
- Guest will receive instructions to their room -> room keys will be placed in room door ahead of arrival
- Screening questions are posted in the lobby

### **Guidelines for Food Service**

- Meals are individually plated and served to each guest -> wait staff/server will be wearing a mask and gloves
- Tables are not preset, rolled silverware and glassware is provided to each guest upon the start of the service
- Tables are not set with condiments -> if guests ask for condiments, i.e. ketchup, hot sauce, etc. they will be served in small individual dishes to the guest
- Buffet meals/service is not available
- Breakfast, Lunch and Dinner choices are predetermined – see menu selection for choices
- Breakfast will have two choices -> European style, or full breakfast
- Lunch will comprise of -> appetizer, main and dessert -> chef's choice
- Dinner will comprise of -> hors d'oeuvres, appetizer, main and dessert -> two choices
- Food allergies can be accommodated with advanced notice
- Dining room tables are set as per Alberta Health Service guidelines for Restaurants, Cafes, Pubs and Bars
  - *“Setting limits on the number of patrons per table, based on size. A maximum number of patrons sitting together at larger tables should be a maximum of 6”*
- Tables are cleared after each course and dishes placed in a bus pan on the service table -> this will allow for gathering of all dishes before bringing them to the kitchen for washing
- All dishes, plates, cutlery, cups, glasses etc. are washed and sanitized in a high temperature dishwasher
- Water, pop, juice, coffee, tea is available at the beverage station
- Conference room coffee service is available at the beverage station
- Conference room snacks are provided on individual plates, wrapped, and served to each guest

### **Guidelines for Alcohol Service**

- Alcohol should be delivered to The Crossing 48 hours before your group's arrival -> Crossing will refrigerate the alcohol
- Crossing staff will set up self-serve beverage station

### **Guidelines for Social Room**

- Billiard cues and balls, darts, ping pong paddles and balls and TV remote will be disinfected as required

### **Guidelines for Guest Rooms**

- Non-essential items such as flowers, notepads, pens, hotel services advertisements, coffee table books, menus, water glass, chocolates, decorative pillows etc. are removed from the guest rooms
- For guests staying multiple nights, in-service will only be provided by request -> guest to put sign on door if in-service is required

### **Guidelines for Cleaning and Disinfecting**

- The Crossing has a comprehensive cleaning and disinfecting document, which we would be happy to share with guests

### **Guidelines for Screening**

- Alberta Health Services questionnaire is used as the guideline for screening of staff and guests for COVID-19 -> if a guest or staff answers **YES** to any of the questions, the individual **IS NOT** allowed at The Crossing