

Imagine  
yourself  
here

OUR COMMITMENT TO YOU

# SAFE EVENTS GUIDE

OCTOBER 2021

BASED ON CURRENT GOVERNMENT REGULATIONS AND SUBJECT TO CHANGE



RBC Convention Centre

WINNIPEG

# Our Commitment



## Welcome



**Drew Fisher, President & CEO**

The RBC Convention Centre is committed to the health and safety of our clients, colleagues, business partners and guests.

We continue to follow direction from multiple governing health authorities and provincial legislation as we enhance many of our cleaning and safety protocols to ensure safety and security for everyone who walks through our doors.

Our continued reflection on these processes, policies and methods will ensure we stay effective in our risk control and operate a safe environment with scalable control measures in place to ensure certainty in this changing environment.

We closely collaborate with industry partners across Canada to share best practices and protocols specific to convention centres to enable the highest levels of health and safety for our clients and community.

We understand that each individual event requires different specifications and unique approaches for your attendees to have the safest experience possible.

Our Safe Events Guide outlines the strategies we have ready for you.

Your event will be met by our team who will work with you to present an individualized approach built by applying exact and measured safety details specific to your needs.

We look forward to seeing you soon.



# Safe for Business

## ACCREDITATIONS & CERTIFICATIONS

Our clients and the public need to feel confident that when they are bringing or attending an event in our Centre, they are entering a facility that is continually focused on the highest levels of health and safety standards. Our accreditations and certifications affirm that we have proven systems in place to deliver a clean and healthy environment that is safe for business.

The health and safety of our staff, guests, clients and visitors has always been and will continue to be our number one priority.



Under the guidance of the Global Biorisk Advisory Council (GBAC), we are proud to have received our GBAC STAR<sup>®</sup> facility accreditation - the gold standard for clean and safe facilities.

This industry accreditation focuses on ensuring a clean, safe and healthy environment with best practices, protocols and procedures in place to control risk factors associated with infectious disease.

This accreditation means that our facility has:

- Established and maintained a cleaning, disinfection, and infectious disease prevention program to minimize risks associated with infectious agents like the novel coronavirus (SARS-CoV-2).
- Proper cleaning protocols, disinfection techniques, and work practices in place to combat biohazards and infectious disease.
- Highly informed cleaning professionals who are trained for outbreak and infectious disease preparation and response.



We join over 200 other Manitoba businesses who have received their Clean It Right certification.

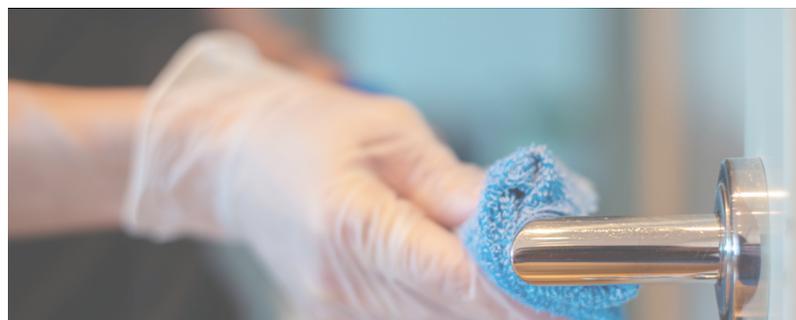
The Manitoba Tourism Education Council's (MTEC) enhanced education and awareness program on cleaning requires employees to be tested on their course knowledge in order to receive their certificate and businesses must train their cleaning staff in order to gain this recognition.

The MTEC program has been adopted by many provinces in Canada as the training standard for adaptive cleaning processes.



Our facility cleaning protocols are led by our Bee-Clean team who has achieved their Cleaning Industry Management Standard (CIMS) certification.

CIMS is designed to assist cleaning organizations in developing an operational system that improves cleanliness outcomes by following the proper use of disinfection products with the stringent manufacturer procedures for proper use.





# Our Team

With newly developed re-onboard training, our team is here to assist and communicate our safe service plan while planning and executing your unique event.

With focused attention and access to instant information, members of our team will welcome you to the Centre while assisting with directions, information and communication for a safe event.

They will also educate your guests on safety points and ensure guest flow and social distancing are practiced by attendees.

## ***Our teams consists of:***

- ▶ Professional Convention Management Association (PCMA) Certified Digital Events Strategist to plan and organize hybrid and virtual gatherings.
- ▶ GBAC Star certified Fundamentals Representatives.
- ▶ Clean It Right certified housekeeping and service team.
- ▶ Food Handler registered culinary members to ensure the F&B preparation utilizes leading safety protocols.
- ▶ On-the-floor direct supervision by ambassadors who have completed the Meeting Professionals International (MPI) Pandemic On-Site Protocol certification.
- ▶ A trained front line service team that is knowledgeable in our safety protocols and stands as the face of the Centre.
- ▶ Building engineers who regularly monitor airflow and environmental parameters to ensure the Minimum Efficiency Reporting Value (MERV) 13 air cleanliness compliance.
- ▶ Security staff is equipped in basic first aid for initial response as well as training in the use of the automated external defibrillators (AED) located throughout our building.



# Event Dynamics

## STANDARDS & GUIDELINES

From arrival to departure, we have built our internal standards and guidelines to host our clients and your guests safely and securely.

Our housekeeping team follows a strict checklist of items with a comprehensive cleaning schedule to ensure our facility is maintained with the lowest risk possible.

Our event coordinators work closely with you to customize and create features specific to your unique event.

### **Clients & guests can expect:**



Frequently sanitized touchpoints



Sanitization stations placed in high traffic areas



Touchless protocols in high traffic areas



Washrooms attended to and sanitized with high frequency



Social distancing measures incorporated into event operations as required



Regular screening processes completed by all onsite employees prior to work



Pre-event communications with current policies and protocols



Signage to assist guests with direction flow, safety protocols, and online screening tools



Staff and guests are required to wear face masks. **PROOF OF IMMUNIZATION REQUIRED** (see Sept 3, 2021 policy)



Event coordinators equipped with event safety details



On-site Pandemic Protocol MPI certified team member at every event



Pre-arranged partnerships for increased guest screening methods such as temperature checks, or on site first aid services





# Food & Beverage

As large groups of tightly packed guests create a high-risk environment, keeping guests in seats allows for a safer event. Food and beverage service will be more individualized with increased table service and portioning of products. In many cases staff will come to you, avoiding the mixing and high-risk environment of guests roaming on their own.

## ***Changes for your safety include:***

- ▶ Breaks and coffee service will be served via a Barista to limit touch points.
  - ▶ Service teams are dedicated and co-horted into specific events, avoiding any crossover.
  - ▶ Bars are planned with socially distanced lineups and can be organized for full table service.
  - ▶ Touchless payment options are available and encouraged for cash services.
  - ▶ Service teams have individual sanitizer stations utilized frequently during meals.
  - ▶ Packaged menu items are available from our menus, and individually wrapped snacks for breaks.
  - ▶ Increased PPE for service and kitchen staff including mask use and face shields.
  - ▶ Food service staff are trained in MTEC's Clean It Right program.
  - ▶ Newly applied guidelines from our certifications in food production areas.
  - ▶ Provincial mask mandates will continue as directed. Masks are required for all guests, staff and vendors unless consuming food and beverage.
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# Venue Access

We have undertaken a detailed and comprehensive risk assessment of our building and operations to identify areas where processes and protocols could be added to enhance safety in the Centre.

The following steps are in place to plan the safest use of space for your guests.

## **Best practices:**

- ▶ Directional and informational signage is placed in key areas to assist with guest flow and state current public health requirements.
- ▶ Assigned entrances and exits are identified for each room as well as access to and from the parkade or main entrances.
- ▶ Planned and scheduled disinfection protocols for pre-event, post event, and during event periods are built into our GBAC Star accredited program.
- ▶ Social distancing markers and stanchion borders to high traffic areas are available upon request.
- ▶ One-way directional flow is determined in building exhibition movements for attendees. Where not possible or convenient, timed group access can be provided through our ticketing partners.
- ▶ Public seating areas and gathering spots have been re-evaluated to increase guest flow.
- ▶ Elevators are marked to ensure capacity as per health authority direction.
- ▶ All spaces have been re-evaluated for changing capacities and set-up taking into account social distancing protocols.
- ▶ Contractor and supplier movements will be planned with the development of your event protocols.
- ▶ Environmental features have been evaluated to ensure airflow and filtration is compliant with a Minimum Efficiency Reporting Value (MERV) 13 level capable of removing particles as small as the COVID-19 virus.
- ▶ HEPA (high-efficiency particulate air) certified vacuums are utilized to reduce risk during cleaning processes.

# Hybrid Technology

Meetings and events will continue to take on a different look in the future. As a multi-faceted event space in Winnipeg, we are the ideal facility for large conventions and events with many options for virtual and hybrid meeting solutions.

We have partnered with Encore Canada, our on-site preferred AV supplier and global leader in expert technology assistance, to develop successful environments to suit your event needs. With our team of certified Digital Events Strategists, we are ready to assist in planning and organizing your events.

Our Millennium Suite has been transformed into a state-of-the-art facility for hosting a variety of online and hybrid events. Encore's Virtual Presentation Stage comes with a complete technical set up that's equipped to deliver any on-line solution.

We are focused on keeping pace with technology and offering exceptional service for hybrid and virtual events.

- ▶ All shared technology including microphones and touchscreens are sanitized between use or supplied individually to presenters to ensure low risk touchpoints.
- ▶ Payment technology for event ticketing and cashier services are reinvented with touchless options.
- ▶ Physical distancing and room design are prepared to include a safe environment for the virtual production.
- ▶ Hybrid technology ensures engagement between virtual and on-site attendees. A new style of communication.
- ▶ Our Presentation Theatre is ideal for hosting hybrid events and presentations.
- ▶ Complimentary Wi-Fi and optimal internet bandwidth throughout our building.





# Imagine yourself here

The RBC Convention Centre is a uniquely designed three-level facility with over 260,000 square feet of meeting and trade show space. Our state-of-the-art meeting technology and wide array of distinct meeting rooms offer unparalleled service and flexibility.

Our multi-purpose facility can be safely configured to accommodate unique event requirements with enhanced protocols for modified meetings, conventions, trade shows and events.

For more information on our Safe Events Guide and the protocols we have in place for your next event, please connect with our Sales Team by visiting our [website](#) for all contact information.

## ► **Resources**

The standards and guidelines in this Safe Events Guide have been developed using the most current health and safety protocols and demonstrates our commitment to providing a safe and secure environment.

With such a complex and constantly evolving landscape, this Guide is subject to change and will be updated as restrictions and recommendations become available from Manitoba Public Health, Government of Manitoba and our industry.

### **Manitoba Public Health**

[Protect Manitoba](#) [Government COVID Site](#)

### **Shared Health Manitoba**

[Screening Tool](#)

### **Canadian Association of Exposition Management**

[Safe Reopening Guidelines](#)

### **Global Biorisk Advisory Council**

[GBAC STAR® facility accreditation](#)

### **Manitoba Tourism Education Council**

[MTEC Clean it Right Certification](#)

### **Cleaning Industry Management Standards**

[CIMS certification](#)

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## **RBC Convention Centre**

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