

CRCC Hospitality Team Response to COVID-19

Dear family and friends,

During these unprecedented times, our thoughts and prayers are with those who have been affected by the COVID-19 pandemic. Yours and our team's health and safety continue to be our highest priority, however all of us will need to work together to provide a safe environment for everyone. In compliance with public health regulations, we are implementing additional health and safety measures and operating guidelines to ensure that our conference centre remains a safe, peaceful and enriching place for spiritual, professional, family and cultural growth. Below is a brief summary of the measures we are taking. The full WorkSafe BC document is available onsite and may be viewed upon request.

In addition to our current high standards of hygiene, we are committed to:

General Safety Measures

- Ongoing meetings and training to stay current on the evolving COVID-19 status and changes to public health regulations
- Increased frequency of cleaning and disinfecting public areas and high touch surfaces (including classroom, oratory, public washroom, door knobs, light switches, elevators, etc.)
- Increased availability of hand sanitizers and wipes stations throughout the conference centre
- Signage and markings to assist guests to physical distance
- All staff will receive personal protective equipment
- Implement use of Ecolab products and protocols for safe and effective disinfection and sanitization
- Reduce number of occupancy to comply with the two meter physical distancing rule

Housekeeping

- In-suite room housekeeping will not be available during an activity, but fresh linens, towels, and limited amenities will be provided upon request
- New housekeeping operating guidelines will be in compliance with the BC Ministry of Health Guidelines

Food Services

- Restrict number for each table to respect the two meter distance between guests
- Implementation of individually served food and beverage with a systematic designated service to eliminate dining room congestion, as well as sharing or passing of menu and table items
- Single use meal and beverage items such as seasoning, condiments, sugar, tea, etc. will be provided

Spiritual Services

- Plexiglass partitions in confessionals
- Rearrangement of seats to respect the two meters distance between each seated person

The CRCC administration and hospitality team are excited to serve and welcome our friends and family in a safe environment. However, we would like to remind everyone that each person is responsible for each other's safety. **To this end, we expect that everyone will follow all the protocols and guidelines that have been set out by CRCC, following the regulations of WorkSafe BC and Public Health Orders.** If at anytime you feel these protocols are not being followed please notify the Director immediately. Please stay informed, be prepared and follow public health advice. For more information, please visit:

<http://covid-19.bccdc.ca>,

<https://www2.gov.bc.ca/gov/content/safety/emergency-preparedness-response-recovery/covid-19-provincial-support>

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

If you have any questions or concerns we would be happy to hear from you.

Please email contact@copperridgeconferencecentre.ca

Thank you and we look forward to seeing you soon at CRCC!