

# Standard Operating Procedure

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# COVID-19

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The procedures outlined herein are designed to help protect employees, showroom representatives, and visitors alike. It is imperative that we all follow these protocols to reduce the risk of spreading the coronavirus (COVID-19).

### General Best Practices (Employees & Showroom Representatives)

#### HAND HYGIENE

- Wash hands often (recommended every 30 minutes) and for at least 20 seconds with soap and water or alcohol-based hand sanitizer.
- Avoid contact with face and eyes with unwashed hands.
- Avoid common greetings, such as handshakes and instead greet with a wave.
- Avoid contact with high frequency touch points.

#### PROTECTING YOURSELF AND OTHERS

- Stay home if you are feeling unwell or if you have traveled outside Canada recently.
- Avoid contact with people who are sick.
- Practice respiratory etiquette, including coughing and sneezing into your arm. Dispose of tissues immediately into trash receptacles.

#### PHYSICAL DISTANCING

- Always maintain a distance of at least 2 meters from others (one 3 seater sofa).
- Maintain a safe distance while handling goods and making transactions.
- Observe floor markings and barriers to maintain proper traffic flow and physical distancing between customers where line-ups can form.
- Limits to the number of people allowed in the same area will be imposed.
- Staff will be assigned to monitor safe physical distancing in congested areas like entrances/exits.
- All seating areas shall be removed.

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## ACTIONS TO PREVENT THE SPREAD OF COVID-19

- Enhance housekeeping practices, including cleaning and disinfecting surfaces, equipment, and high frequency touch points every 60 minutes.
- High frequency touch points (across all showrooms and washrooms) will be disinfected every two hours of operation.
- All employees, showroom representatives, and visitors must wear a mask when walking through the facility or interacting with people.

## Property Modifications

### PROPERTY ACCESS

- Entry for visitors to TIDC will be exclusively through the TIDC entrance (located off Airport Road, next to the Hall 1 entrance).
- Any visitors entering through the Conference Centre entrance will be asked to go around to the TIDC entrance.
- Entrance doors will be opened at 10:00am and locked at 4:00pm, Monday through Friday.
- Gate for TIDC reserved parking will be permanently open to minimize touch points.

### FACILITIES

- Access to other areas within the International Centre will be prohibited.
- Wherever possible, doors will be propped open to minimize touch points.
- Craft Eatery will be closed until further notice and all seating will be removed.
- Shared services such as TIDC bags, carts, or dollies will not be available for use.
- Staff will tour the facility periodically to ensure policies and procedures are being followed.

### WASHROOMS

- Designated washrooms will be available, and non-essential supplies will be removed.
- Alcohol-based hand sanitizer will be available outside of washrooms and in public areas.
- Routine cleaning and disinfecting of washrooms will take place throughout operating hours.

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## Process When Visiting TIDC

### CHECK-IN/CHECK-OUT

- All visitors must check-in and check-out with the Designer Services Host at the TIDC Kiosk upon arrival/departure.
- The Designer Services Host will provide an orientation of rules, safety precautions, and visitor responsibilities.
- All visitors will be required to wear a mask for the duration of their visit. If a visitor does not have a mask, one will be provided at the TIDC Kiosk.

### VISITING SHOWROOMS

- Each individual showroom will have a maximum capacity of one person (including staff) per 100 sq. ft. of space; however, a showroom may choose to further reduce capacity at their discretion.
- There will be two different possibilities for showroom representatives to let visitors into their showrooms: an open door policy or a closed door policy.  
**Open Door Policy:** if a showroom has their door propped open, visitors are welcome to walk right into the showroom. A showroom representative may still ask a visitor to wait outside if showroom occupancy has reached its limit.  
**Closed Door Policy:** if a showroom has their door closed, visitors should knock on the glass or contact the showroom representative for entry. To limit touch points, visitors should not touch the door handles, and only enter the showroom when the showroom representative has opened the door for them.
- Each individual showroom will have an alcohol based hand sanitizer available for visitor use upon leaving the showroom.
- Visitors will be required to check-in to each showroom by providing their name.

### APPOINTMENTS

- Individual appointments with showrooms are encouraged but not mandatory.
- Appointments allow showroom representatives to better account for visitors and reduce a large number of people in one area at one time.
- For appointments booked outside of operating hours, entry will be through the Conference Centre entrance, and all visitors must be accompanied by a showroom representative.

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## MEMBERSHIP CARDS

- New and replacement membership cards will still be available at the TIDC Kiosk. Visitors should notify the Designer Services Host at check-in that a new card is required, and the card will be programmed, sanitized, and ready for pick-up during check-out.
- Swipe card features will be disabled until further notice to limit touch points.

## Questions?

If you have any questions or concerns about the contents of our Standard Operating Procedure, please email us at [tidc@internationalcentre.com](mailto:tidc@internationalcentre.com).