

What actions has YWCA Toronto taken to keep everyone safe?

After a temporary service suspension, YWCA Venue Rentals has resumed operations as of September 1, 2020. In response to ongoing developments related to the COVID-19 pandemic, YWCA Toronto has developed a comprehensive operational plan that protects staff, clients and visitors. The plan includes a reduced number of staff in the building, increased health and safety measures, increased cleaning of high-touch surfaces, and reduced capacity for events to ensure physical distancing.

Have you increased your cleaning procedures?

We are conducting frequent cleaning and disinfection of high-touch surfaces in the meeting rooms and common areas, and washrooms. Event staff will disinfect your room while clients have exited the space during the lunch break for full-day events.

In addition, cleaning supplies will be provided in each meeting room for clients to use during their booking.

Has room capacity been changed to support physical distancing?

Maximum capacities of all rooms have been changed to promote physical distancing. The following are the number of people allowed in each room at a time, this includes the presenter:

- **Women's Community Room:** 4
- **Reception Hall:** 17
- **Auditorium: Theatre-style - 34, Rounds - 24**
- **Boardroom:** 10
- **4th Floor Meeting Room:** 5

Do I have to pre-register my participants?

You must pre-register all your participants in order to ensure your entire group fits into the meeting room you have booked. If you go over capacity, you will be asked to upgrade to the next available room that's able to accommodate you. If none are available, your participants will be turned away, with no exceptions made. We thank you in advance for understanding and working with us to ensure the health and safety of everyone.

Will I be screened upon entrance?

Yes, all participants are required to go through mandatory self-assessment before they can participate in an event.

Am I required to wear mask?

Yes, all people entering or remaining in the building should wear a mask or face covering, which covers the nose, mouth and chin, as required under **City of Toronto by-law no. 541-2020**. That means wearing a mask throughout the duration of your event. If you do not wear a mask, you will be turned away.

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If you would like to help transform the lives of women and girls, please donate at ywcatoronto.org/donate.

Will you supply masks?

Event organizers/participants are responsible for bringing their own masks, YWCA Toronto will not supply masks.

If I need to leave the building and re-enter, do I have to be screened again?

Once you go through the self-assessment process, you will receive a sticker confirming that you have been screened. Please wear it when you are coming back into the building through the reception. If you lose the sticker you will be required to complete a self-assessment again. Stickers are non-transferable to other people.

Can I use the common spaces during my breaks?

We always want you to feel comfortable when renting with us. Your health and wellbeing is our top priority. Therefore, in order to minimize contact and exposure, we ask all participants to stay in the spaces they have booked and not gather, socialize or take phone calls in the common areas.

What happens when I booked a room before the pandemic and I am no longer able to fit in it?

You will be upgraded to the next available room that allows for safe physical distancing at no extra cost. If the upgrade is not available on the day, we will work with you to postpone your booking to a later date.

What happens if an attendee tests positive for COVID-19 after the event?

Should a participant fall sick during the event, we have a designated space to separate them from the group as they seek medical attention.

Should a client or client's participant fall sick after the event, it is the responsibility of the event organizer to inform all other participants of potential exposure. The client must also inform YWCA Toronto's Venue Rentals Coordinator so we can ensure the safety of our other clients and staff by contact tracing and perform a thorough disinfection of our facilities.

How long will these COVID-19 measures be in place?

We do not have an end date for these procedures. We will continue to work with public health agencies and partners to ensure we are doing our part to help stop the spread. **Thank you for working with us to keep our community safe and healthy.**

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