



Health & Safety Guidelines for Spring 2021

COVID-19

As Norris moves forward with getting business back to 100%, the health and safety of our clients and staff remains our top priority. We wanted to share with you our updated Guidelines and “best practices” that are being implemented at each of our venues to protect team members and event participants.

This document will cover three areas: Guest Arrival and Journey, Additional Client Options, and NCC Staff Responsibilities and Actions.

The Guest Arrival portion covers what to expect when you arrive at our facility and what NCC will expect from attendees. Additional Options section has a few options clients might consider to incorporate into their events. The NCC Staff Responsibilities and Actions section describes what we are doing to keep attendees safe from the Front of House to the Back of House.

The Norris Centers considers these Guidelines as a baseline for operation. If your company has other or more restrictive requirements, we are ready to investigate how they can be incorporated into these. We look forward to seeing you soon at one of our facilities.

Norris Conference Centers Management
Spring 2021

Guest Arrival and Journey

Guest Arrival

- One set of doors for entry. Look for our staff and poster with requirements.
 - NCC Staff will be wearing face shields and/or masks and gloves
- Guests should have and use a face mask - if required by local authorities. We strongly encourage their usage.
- Hygiene stations will be available in our lobbies:
 - Hand Sanitizer, Disinfectants

Guest Journey Through Facility

- Common Areas/Bathrooms
 - Please practice Social Distancing at all times
 - You are encouraged to wear a mask in these areas at all times
 - Constant cleaning – Norris will have one team member roaming the venues, cleaning on a continuous basis
- Food and Beverage Service - For Those Clients Purchasing
 - Beverage and AM/PM break stations can be served by a Norris team member (client option)

Additional Client Options

Norris Centers would like to offer additional suggestions and options for the safety of your events. Some of these you can handle on your own, or we will be delighted to assist.

- Provide your attendees face masks so they won't have to bring their own
- Consider a Hybrid Meeting Component - For those attendees and/or presenters that cannot, or choose not to attend in person, Norris has the equipment and experience and we are ready to assist.

NCC Staff Responsibilities and Actions

- All Norris Staff
 - Face shields will be worn at all times and face masks will be added when serving food
 - Gloves will be worn and changed hourly or as needed
 - Wash hands frequently throughout the day

- Front of House
 - - Constant cleaning – Norris will have one team member roaming the venues, cleaning on a continuous basis

- Back of House
 - Constant cleaning – the frequency of kitchen cleaning will be increased to hourly and Norris will continue to disinfect the kitchen prior to and after any food preparation
 - All food preparation employees will continue to wear gloves, along with face shields and masks
 - All food service equipment to be disinfected after each use
 - Meeting Rooms, tables and chairs to be disinfected after each client use
 - All table linens will be replaced
 - Bathrooms to be completely disinfected on a continuous basis
 - Lobby and Common Area furniture and floors to be disinfected on a continuous basis
 - Doors, handles and other often-touched areas to be disinfected on a continuous basis
 - Once the guests have left our facility a deeper and more thorough cleaning will be done

