



Health & Safety Guidelines for Reopening

COVID-19

As Norris prepares for reopening our business, the health and safety of our clients and staff are our priority. We wanted to share with you our 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 again at our facilities.

Norris Conference Centers Management

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 shield and gloves
- Guests should have and use a face mask - if required by local authorities. We strongly encouraged their usage.
- Guests will have their temperature read by Laser Thermometer
 - Temps less than 100° will gain entry
 - Temps greater than 100° will be asked to leave for their safety and that of others
 - Clients might consider having trained medical personnel on site for further testing or action, such as notifying County Health Officials or transport to a hospital.
- Once cleared, guests will be given a stick-on dot so they may re-enter the facility if they should need to go to their car or visit a designated smoking area.
- 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
 - Furniture will be set up for Social Distancing
 - 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 continues basis
 - Bathrooms will have stalls and sinks closed/blocked for Social Distancing
- Food and Beverage Service - For Those Clients Purchasing
 - All AM/PM Breaks will be served by a Norris team member
 - A central Beverage Station will be set up with a server throughout the day
 - Lunches and Dinners will be packaged, served on a buffet or plated
 - More complete details of Food Service are outlined in the next section
- Meeting Rooms
 - Expanded Seating / Room Size to Accommodate “Social Distancing”
 - 1 person per 6’ foot table
 - 4 people per 60” round
 - Clients that are receiving table linens will have them changed daily

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.

- Consider providing an on-site nurse or trained medical staffer
- Set up a station for temperature taking
- Provide your attendees face masks and gloves so they won't have to bring their own
- Consider a Zoom Meeting Component - Have some of your attendees or even presenters use Zoom, or another application, as part of your meeting. Norris has the equipment on hand to make this happen and will get it started for you. We call these Hybrid Meetings and are ready to assist.

NCC Staff Responsibilities and Actions

- All Norris Staff
 - Temperatures will be taken prior to any team member entering the venue
 - 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

For Those Clients Purchasing Food & Beverage Service:

 - A central Beverage Station will be set up with a server and available throughout the day. All cups are to be disposable. This station will be serving coffee, soft drinks, cups of ice and bottled water. Condiments for coffee will be in an individual, disposable packet.
 - All AM/PM Breaks - These will be set for each day of the week and will be prepackaged in a bag or container to hand to each client.
 - Lunches and Dinners will be available in three options:
 - Prepackaged - This will include boxed lunches, boxed salads or hot meals in a disposable container. A “Flight Pack” of utensils, napkin and condiments or roll-up will be included.
 - Plated meal - Hot or cold meals will be plated and served covered until placement. A “Flight Pack” of utensils, napkin and condiments or roll-up will be included.
 - Buffets - All chaffing dishes will face toward serving staff. A sample meal will be presented covered at the front of the buffet. A plate will be handed to the service line and the meal will be built as the client goes through the line. At the end the plate will be handed to the guest with a “Flight Pack.”
 - All servers will be wearing a face shield, mask and gloves
- 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