Client Meeting Safety Plan

Scheduling

- Meetings can be held in any of our four meeting rooms, and in private offices, and any day of the week.
- When booking client meetings, advisory teams are to provide as much notice as possible, and provide the following information:
  - Names of all people participating in the meeting
  - Approx. length of meeting
  - Any technology requirements needed
- In advance of a client's meeting, advisory teams will send a pre-meeting email communication outlining our safety measures and information on building access.

Cleaning

- Sanitizer and cleaning wipes are available in all meeting rooms.
- After use, advisory teams are to clean meeting room high-touch areas. Or if time does not allow, advisory teams can coordinate corporate staff to assist.

Safety Restrictions

- As of January 1st, 2022, all staff, clients or third-party vendors coming onsite to AVC must be fully vaccinated.
- Safe distancing is still required. We have reduced the number of chairs readily available and positioned them to ensure the 2 metres physical distancing recommendation is met.
- We ask that clients do not go to the kitchen, copy rooms, hallways or any of our working areas
- Clients must avoid the office if:
  - They have had symptoms of COVID-19 in the last 10 days; symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache. https://bc.thrive.health/
  - Anyone under the direction of the provincial health officer to self-isolate
  - If you have been feeling unwell in the last 48 hours
- 14 days following a client meeting, if a client(s) becomes unwell with symptoms related to COVID-19 and/or have been instructed to self-isolate, a notice should be sent to the advisor. The advisor must notify the General Manager immediately to decide on course of action.
- When we receive notice of a building occupant testing positive for COVID, we will reach out to any teams who had client meetings on the dates of potential transmission. Teams will then notify their clients.

Process

- Prior to client meetings, advisory teams must review and familiarize themselves with the client meeting process:

- Advisors should not show up early to meetings.
- Upon arrival, clients will have their vaccine passports scanned before being seated in their meeting room. Corporate staff will notify teams of their arrival.
- Face masks are located at the reception entrance for clients. All individuals must wear masks in any common areas and meeting rooms, as per the current provincial health order on masks in indoor public settings.
- Hand sanitizer is located in both reception and meeting rooms. Alternatively, clients can wash their hands in the washrooms.
- Coat closets are available, but limited to for client coats only (not staff)
- There will be minimal stationary available in the rooms to limit high touch points. If a client requires use of a pen we suggest the client keep the pen or corporate staff be notified of items used to then disinfect such items
- Air purifiers have been installed in meeting rooms
- Bottled water will be provided in the rooms for each meeting
- Hot beverages will be provided in disposable cups
- Newspapers and magazines will not be provided