



HIGHSTREET'S COVID-19 RETAILER RE-OPENING STRATEGY

Updated October 6, 2020

CORE HOURS

Our hours have shifted to better align with local market conditions.

Core Hours: 11am – 6pm, daily.

Individual Store Hours may vary, please visit our Directory for more detail.

We will continue to evaluate our hours over the coming months and update our online channels to reflect any changes.

SITE SAFETY PROTOCOLS

1. Coordinated Traffic Flow

- Directional signage has been placed throughout the property including building entrances, central nodes, and common areas, to encourage social distancing and manage traffic flow.

This includes, but is not limited to:

- Creating one-way traffic through the common areas where required.
- Creating clear lanes onto or into escalators and elevators.
- Dividing staircases with “Up” and “Down” arrows where applicable.
- Ensuring safe traffic flow past and around any retailer lineups.
- Ensuring safe traffic flow through any potential pinch points.
- Stanchions and floor markings will be used to manage traffic flow.

2. Occupancy Limitations and Queue Management

- We will comply with local fire code requirements and have queue protocols in place to assist with store occupancy levels and pedestrian traffic flow.
- Tenants are responsible for maintaining compliance with government and industry guidelines inside their units.

3. Physical Distancing Markers

- Signage is located throughout the property to encourage physical distancing within escalators, elevators, sidewalks, tenant entrances and high traffic areas.
- Tenants are responsible for maintaining compliance with government and industry guidelines inside their units.

4. High-Interaction Areas
 - Our Community Room is open and available for one booking, of 30 people or less, each day.
 - The playground is open, in line with provincial regulations.
 - Our drinking fountain is closed.
5. Safety and Cleaning Measures
 - Signage is in place to inform guests of our additional cleaning measures.
 - Sanitizing stations are available throughout the property in key areas including central nodes and elevators.
 - Tenants are responsible for maintaining compliance with government and industry guidelines inside their units.
6. Enhanced Sanitizing and Disinfecting
 - Outside of core hours, extra sanitization measures have been deployed. High touchpoint areas are regularly sanitized and disinfected once per hour, including washrooms, seating areas, escalator/stair handrails, garbage bins, door handles, directories, car charging stations, bike room etc.
 - Doors to building entrances will remain open as much as possible to provide touchless entry.
 - Tenants are responsible for maintaining compliance with government and industry guidelines inside their units.
7. Washroom Spacing
 - Every other sink, urinal and washroom stall will be closed to encourage spacing between guests.
 - Floor decals are in place to assist in managing the guest queue.
8. Furniture Redeployment to Support Physical Distancing
 - Seasonal and common area tables, chairs and benches have been reduced, removed or reconfigured to comply with provincial guidelines and new physical distancing practices.
 - Wall mounted disinfectant wipe dispensers have been added for self serve cleaning of common area patio tables and chairs. Signage can be found on tabletops to inform guests.
 - Decals have been applied to permanent furnishings to encourage social distancing.
9. Shopping Safeguards

Guests are encouraged to:

 - Practise social distancing, maintaining 6ft distance from others.
 - Refrain from visiting the site if exhibiting symptoms of COVID-19.
 - Wear masks or facial coverings while shopping.
 - Wash or otherwise sanitize their hands while shopping.
10. Employee Protection
 - Pre-emptive employee screening in place.
 - Protective equipment for employees.
 - Safe and clean office environments.
 - Train, educate and clearly communicate with employees on matters related to COVID-19.

GUEST SERVICES

1. Curbside Pick Up
 - We are pleased to offer temporary curbside pick up zones on our Podium level to support retailers who are offering the service.
 - Curbside pick up will be available for pre-paid purchases only and in designated stalls.
2. Quick Service Food Pick Up
 - A Quick service pick-up parking spot (Door Dash, Skip the Dishes etc) has been identified, for the Centre in the West End.
3. Services
 - Guest Services is open 11am – 6pm daily.
 - Highstreet gift cards *are* available.
 - Strollers, phone chargers and other services are currently suspended.
4. Programming and Seasonal Events
 - Our free bootcamp fitness classes are running with physical distancing measures in place, with pre-registration required.
 - Our children’s programming is currently on hold.
 - Seasonal events are in line with government guidelines.

Questions?

Please do not hesitate to contact Guest Services at 604-381-3934 or connect with us via text at 604-417-1892 if you have any additional questions.

In addition, we have online resources available to serve you:

Instagram	@highstreetfv
Facebook	@highstreetfv
Twitter	@highstreetfv

Stay well, stay safe. And Welcome Back to Highstreet.