



Henderson Place Mall Re-Opening Plan

Procedures to be implemented and considered in order to resume operations within the mall while complying with health and safety measures set by government and public health authorities

Social Distancing and Crowd Control (Mall Common Areas)

- The rooftop parkade entrance and the main North entrance on the ground floor (across from Library) will remain open. All other entrances will be closed.
- Underground parkade and 2nd floor parkade will be closed. Tenants who have registered for monthly underground parking will be moved to rooftop parking. Ground floor parkade will have 30-minute parking time limitation temporarily suspended.
- Sanctions and security cones will be placed by entrances and throughout the mall to control the flow of traffic and prevent idling within the mall.
- Directional arrows/tape will be placed on the floor to indicate the direction of the flow of traffic.
- 2 extra security guards will be around the mall patrolling to ensure patrons are keeping social distancing and obeying the flow of traffic and not idling within the mall.
- Place signs by entrances to inform patrons to wear masks within the mall at all times and to not enter the mall if they exhibit any symptoms of COVID-19
- Temperature will be measured by security guards with a contactless infrared thermometer before being allowed into the mall's premises. Those with a temperature over 38 degrees Celsius will be not allowed to enter
- Center court area on ground floor will be partially sanctioned off to decrease the chance of idling and contact of surfaces

Social Distancing and Crowd Control (Food Court)

- Food court will be arranged to have a seating capacity of 50 max
- Seating will be only allowed for consuming food purchased from the food court. All other activities such as studying and social gatherings will not be allowed.
- There will be a minimum of 8ft distancing between each table/seating arrangement
- Security guards will monitor and enforce patrons to abide by social distancing rules within food court premises

Social Distancing and Crowd Control (Washroom)

- Public washroom will be closed on the 2nd floor. Sign will be posted by 2nd floor washroom for all mall patrons to use the public washroom on the ground floor.
- Every urinal in between two other urinals in the men's bathroom will be covered to create distance.
- A cleaner will be assigned to managing the washrooms and routinely monitor/enforce social distancing while preventing idling inside the washrooms. They will also be constantly sanitizing all touch points and frequently checking all stalls for cleanliness.

Rules and Guidelines (Tenants)

- All tenants will be asked to provide face masks for their staffs and to ask all their clients/customers to wear masks while within their business and inside the mall
- Will check to ensure that tenants have made proper procedures to maintain social distancing within their business. If they are unable to do so that they have installed barriers such as plexiglass to separate people.
- Ensure that tenants have cleaning and sanitation protocols set in place and that they are cleaning and disinfecting all surfaces/touch points within their business.
- Inform tenants that if there are any symptoms of illness or COVID-19 to stay home and get tested and inform the mall office about the situation by e-mail. They can not come to the mall and conduct business.

Sanitation (Mall Common Areas)

- Hand sanitization stations are set up by every entrance and by washroom. Usage of these stations will be encouraged
- Continue with extra janitorial staff to ensure frequent sanitation of all surfaces and touch points across the mall
- Check in with security and janitorial staffs on a weekly basis to ensure they have access to sanitizers, gloves and face masks. Contractors that check in at the security office will be provided face masks if they do not have one.
- HVAC air filters will be changed more frequently from semiannually to bimonthly