



## COVID-19 Members

# RIDEAU CLUB

### WELCOME

The Rideau Club is reopening on a limited basis which will be reviewed periodically, the wellbeing of our Members and Associates come first and we have implemented industry best practices including social distancing as part of Government guidelines. We have meticulously enhanced our Club procedures including but not limited to our Personal Hygiene and Sanitation protocols. Prior to reopening both our management team and associates underwent retraining in these new standards as well as refreshers in customer service, WHMMIS, Food Handlers Certificate and new COVID-19 Certification Courses which included the following.

#### ***Clinical Cleaning Standards***

#### ***COVID Hospitality Operations***

#### ***COVID Risk Control***

*We are also working towards our TRUST20 Certification covering a variety of standards and protocols based on making the club safe for our members and associates a new benchmark in club safety. We are all responsible to work together to help keep our club as safe as it can be under these extreme pandemic circumstances, we find our selves in. Our goal is to collaboratively ensure you feel safe and secure so together we can navigate the complexities of our “new normal.” As a Rideau Club Member and for us to do this, I ask for all members to follow and respect the new protocols implemented because of COVID-19.*

#### **Visiting the Rideau Club**

Temporary Hours of Operation

Monday – Wednesday from 11 am to 6 pm

Thursday – Friday from 11 am to 8 pm

We will review these hours on an ongoing basis and adjust based on business needs.



## Reservations

Governed by public health guidelines, the capacity inside the Club has been reduced to less than 30% of the normal capacity. To accommodate these restrictions, we request that all Rideau Club members make a reservation when visiting the Club for us to maintain social distancing and high levels of customer service. Private rooms are available for Members to host small social gatherings, celebrations, events, and business meetings.

Here are our new capacities under COVID-19 restrictions:

- **Member washrooms north and south – 2**
- **Main Dining Room – 35 a la carte**
- **Bar- 29**
- **Main Lounge – 25**
- **Sir John A. Macdonald - 24**
- **Sir Wilfred Laurier-15**
- **Robert Borden - 6**
- **Karsh – 12**
- **Club Room – 12**
- **Lester B Pearson - Not In-Service**
- **Library – Not In-Service (Isolation Room)**

Reservations can be made via email at [reservations@rideauclub.ca](mailto:reservations@rideauclub.ca) or by phone at 613 233 7787, or through the Rideau Club website.

## Member Services Registration

Please enter the Club in the normal manner using the Rideau Club elevator, a maximum of two people only at any given time.

Upon arriving at Member Services, Members will be required to complete a one-time 2020 Rideau Club COVID-19 Policy Acknowledgement & Release of Liability waiver. This acknowledgement can be completed [online](#) in advance of your first visit; or paper copies will be available at Member Services, for completion. Further visits you will be required to register and confirm your Membership details and be asked the following health check questions as well as having your temperature checked using a touchless thermometer.

**1. Have you recently returned from overseas travel in the last 14 days?**

If yes - Required to Self-Isolate for 14 days from date of arrival into Canada

**2. Have you tested positive for COVID-19 or had contact with a person confirmed sick with COVID-19 without wearing appropriate PPE? If yes - Required to Self-Isolate for 14 days.**



3. Do you have any of the following symptoms: • Fever (temperature of 37.8°C or greater) • New or worsening cough • Shortness of breath (dyspnea)

**Other symptoms of COVID-19 can include:** • Sore throat • Difficulty swallowing • New olfactory or taste disorder(s) • Nausea/vomiting, diarrhea, abdominal pain • Runny nose, or nasal congestion – in absence of underlying reason for these symptoms such as seasonal allergies, post nasal drip, etc.

The Rideau Club reserves the right to refuse Member or guest access to the club if there are any concerns around recent travel, or a Member or guest has had recent contact with a person confirmed sick COVID-19. Persons with a temperature of 37.8° or greater will be refused admittance.

### **Wearing of Masks**

As per Ottawa Public Health guidelines and in line with other indoor hospitality facility regulations, our associates will always be wearing masks. You and your guests will always be required to wear a mask whilst in the club except when you are seated at your table this includes when you go the washroom.

### **Menus**

Our Executive Chef Jessica and her culinary Team has created an inspiring menu that will include existing favourites as well as exciting new menu items to choose from, using the finest of local ingredients, daily specials will be available. This menu will be available in the dining room, bar and Members lounge, dress code is business casual for all dining areas. Members will be notified of any changes. The menu will be accessible using QR codes, Members will be asked to discreetly scan a bar code to gain access to the club menus via our website. Disposable menus will be provided to members who may be limited by this option.

We will continue to offer a grocery service for Members as well as a new take out service that will be launched soon.

### **Exiting the Rideau Club**

Members and guests will exit via the service elevators, please follow the signs.