

CF Masonville Place

Working together to reopen

As per the guidance from the Ontario provincial government, we are pleased to welcome back our community of clients, guests, and our own CF Masonville Place team to the shopping centre on **Friday, June 12, 2020.**

As an integral member of the community, we are not underestimating the importance of a well-thought out plan to support our customers and our retailers. Given these uncertain times we are focused on providing a high level of safety and comfort, while ensuring our community is able to access the goods and services they require.

COVID-19 will likely disrupt our lives for some time, and we've adapted our operations to reflect this new normal.

Mandatory use of face masks/coverings in CF Masonville

The City of London will be creating a by law which requires wearing a mask or face covering in indoor public spaces, including shopping malls effective July 18, 2020.

This means that, with some exceptions, all customers or visitors entering CF Masonville Place are required to wear a mask or face covering while inside the shopping centre.

A mask or face covering is an additional measure we can take to reduce the spread of COVID-19 and keep each other safe. For more information, please visit London.ca

Store operating hours

Store operating hours will be aligned with local market conditions. Monday to Saturday 11am-7pm and Sunday 11am-5pm. We will continue to evaluate store operating hours over the next few weeks and update as required.

Access to the centre

The process for deliveries to load in / load out remains the same. All entrances are available; however, this is subject to change.

Increased cleaning and hygiene practices

Prior to the shutdown we implemented enhanced cleaning practices, and when we reopen we will continue with these efforts.

We will continue to ensure that we have clear signage reinforcing the importance of proper handwashing and staying home when ill. We will also continue to have hand sanitizer stations located throughout the shopping centre.

In the event that a retail client or CF employee tests positive for COVID-19, or has possibly come in contact with a suspected case, we have robust procedures in place to ensure prompt notification and undertake any necessary precautions, which may include sending employees home and deep cleaning impacted areas.



CF Masonville Place

We strongly recommend that retail clients have protocols in place to ensure employees who are ill are not coming in to work, and/or leave in a timely manner.

Safe Traffic Flow

CF will actively manage access to our shopping centres to control crowd density and ensure physical distancing. In order to help maintain physical distancing, it is critical that traffic flow is managed throughout the property. This includes, but is not limited to:

- Creating one-way traffic through the common areas where required
- Dividing mall entrances into “Entry Only” and “Exit Only” doors
- Creating clear lanes onto or into escalators and elevators
- Dividing staircases into “Up Only”, “Down Only” sides
- Ensuring safe traffic flow past and around any potential lineups
- Ensuring safe traffic flow through any potential pinch points

Stanchions and floor markings will be used to manage traffic flow.

Non-essential activities such as mall walking, other physical activities, community meetings, etc. will not be permitted until further notice.

Physical distancing measures

To ensure physical distancing in all areas of the shopping centre, increased signage will be placed in all areas of the mall emphasizing physical distancing. We will also be limiting the number of elevator occupants, ensuring safe distancing on escalators, and installing floor-markings to aid in distancing efforts.

Managing guest line-ups

Physical distancing signage will be placed in front of retail stores for line-up purposes. Our property team will work with retail clients to identify overflow areas or holding areas where these line ups could be placed.

Shopping Centre Amenities

Security

Protecting our employees, visitors and the general public at Security and Guest Services is a key component of utmost concern. Best practices are geared toward ensuring a high level of comfort and educating the team, visitors and the general public on new social protocols, particularly as adapted for individual properties.

Security will be increased to support all of our efforts.

Guest Services

Guest Services will be open during mall hours. In addition, our CF SHOP! Text service will be available to provide contactless support to shoppers. Guests can text Guest Services to receive virtual support during mall hours.



Masonville Place

CF SHOP! Card

CF SHOP! Cards can be purchased at Guest Services. Tap has been enabled and customers may insert cards themselves and are able to receive an email receipt for individual orders. Terminals have been updated to accept up to \$250 for tap.

Alternatively, guests can purchase CF SHOP! Cards online by visiting:

<https://www.cfshops.com/home/cf-shop-card.html>

Nursing rooms

Our nursing rooms will be open, but with controlled access and cleaning procedures in place after each use.

Food Court & Restaurants

Based on provincial and public health guidance, our food court and restaurants have reopened with limited seating. New physical distancing measures are in place for line ups including signage, stanchions, and floor markers.

Curbside pick-up

We are pleased to offer curbside pickup at our centre to support our retail partners with 1 location at our shopping centre, indicated with signage. Guests will be asked to consult with retailers and their website to confirm they are offering this service.

There will be 24 spots for curbside pickup located at entrance 5.

Communications

Communicating with all of our communities is of the utmost importance as we reopen in a safe and timely manner. Our retail clients will receive regular communications with regards to our operations and any adjustments we need to make. Our guests can look to our digital channels (website, social media) for centre updates. And of course, our management team will be onsite and ready to assist our clients and guests.

Questions?

Please don't hesitate to contact us at 519-667-1006 x125233 or connect with us via text at 226-646-3440.

