



ONT Announcement
Retail Reopening – **ORANGE ZONE**

Updated: February 12, 2021

Guidance in effect: Feb 16, 2021

Dear Retailers,

As you may know, the Government of Ontario has issued new guidelines as part of the province's gradual reopening plans for commercial businesses currently in the **ORANGE ZONE**. As of Tuesday February 16, 2021, non-essential retail businesses, including shopping centres, and personal care businesses will be able to resume activities. Restaurants are able to operate indoors where physical distancing measures can be met. Capacity limits for indoor dining is restricted to 50 people inside, with a limit of 4 people seated together at once. Contact information is required for all seated patrons and must be recorded by restaurants and food court vendors where seating is available.

Food Court vendors will continue to operate with takeout and delivery services and under the **ORANGE ZONE** restrictions, and seating will be returned to the Dining Hall with allowable space for proper physical distancing

Hours of Operation

Our hours of operations will be as follows:

Monday - Saturday: 10am to 6pm

Sunday: 11am to 6pm

We will continue to support our retailers with Curbside Pickup service locations in the Green, Red and Blue parking garages. There are two spots dedicated to curbside pickup near the parking lobby on every level of each garage.

Individual retailers that are planning to provide Curbside and/or Storefront Pickup are asked to contact kathleen.hauschild@cadillacfairview.com to ensure proper protocols and updates to our website.

Capacity Restrictions

Ensure at least 2 meters of physical distancing between staff and customers at all times.

Cadillac Fairview is working with its retail clients to ensure compliance of capacity restrictions and is encouraging consumers to shop within their social / family bubbles as best as possible to limit the number of shoppers at the centre, and to prevent loitering and gatherings.

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To address capacity restrictions at indoor shopping centres, Cadillac Fairview has developed a real-time capacity tracker. This tool allows CF to report capacity levels based on real-time information generated by Wi-Fi technology that detects the number of devices in an anonymous and aggregated way. The information is summarized and displayed on individual property websites via cfshops.com.

We will continue to have additional staff and security presence at our centres to help manage capacity requirements.

What to expect starting Tuesday, February 16th once restrictions are in place

Passive Screening

All guests of CF Rideau Centre will be required to self screen prior to entering the premises. To support this effort, we will limit access during operating hours to the following entrances;

- Level 2 Entrance #1 (10 Rideau/Sussex)
- Level 1 Entrance #3 (Freiman entrance)
- Level 2 Entrance #6 (Dining Hall entrance)
- Level 3 Entrance #7 (Mackenzie King Bridge entrance).

*These open access points are subject to change and all other entry points will be closed while under COVID measures from the Government of Ontario and City of Ottawa.

ALL Parking garages will be in 100% operation. Access to and from the three parking garages will be permitted.

Guests are required to practice physical distancing and wear a mask or face covering when on-site, with some exceptions.

Retailer Requirements

As per the provincial government's new guidelines, there are new requirements for retailers operating in the red and orange zones:

- Retailers are expected post store capacity limits clearly at store entrances; and manage store capacity limits.
- Active screening is required for ALL retail employees by each individual business unit.
- Other retailer restrictions include limiting the volume of music, and fitting rooms limited to non-adjacent stalls.
- Prevent loitering and gathering inside by managing line ups.
- Additional guidance for restaurant and food operators available [here](#)



Retailer support

To support our restaurant partners and food court clients, we are piloting a virtual food court experience called **CF Eats**. CF Eats is an online directory of restaurants and food retailers in Cadillac Fairview properties that offer takeout and delivery, which can be accessed via cfeats.ca, cfshops.com, and via our **LiVE by CF** app.

CF will provide as much support as possible to our retailer partners with their recruiting needs. This will be done through **CF Front Door**, a platform that helps connect job seekers and retailers with employment opportunities at CF shopping centres. We also recently launched **CF Guestlist**, a web-based line management tool that allows shoppers to pre-plan their trip to the mall and better navigate store visits when in-property.

For more information on these services, please contact kathleen.hauschild@cadillacfairview.com.

Enhanced Safety Measures

Our customers, employees and clients are our first priority and knowing that health and safety is top of mind for everyone, we've enhanced safety measures. Since the beginning of the pandemic we have implemented physical distancing guidance, including traffic flow management, use of PPE and increased cleaning of high touch point surfaces, all in an effort to help fight the spread of COVID-19. For a full list of the precautions we are taking as a company, please visit our website <http://www.cadillacfairview.com/>

You will receive regular communications with regards to the status of 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.

We will continue to monitor for additional guidance and once plans are announced, we will reconnect with retail clients with additional information.

Thank you for your ongoing support.

Brian O'Hoski
General Manager
CF Rideau Centre