

Dorval Crossing

WELCOME TO

Dorval Crossing West Relaunch Strategy



Head West for the Best of Oakville

Now Open!

Contents

- Contents **Error! Bookmark not defined.**
- Overview 3
- Tentative Opening Date – Phase 1..... 4
- Shopping Centre Hours – Phase 2..... 4
- Dorval Contact Information 4
- Retailer Conditions for Opening 4
- Retail Online Resources 5

Overview

Dorval Crossing West has remained opened throughout the Covid-19 crisis in order to provide access for essential retailers on a reduced operational schedule. Non-essential retailers have remained closed as directed by the Government of Ontario since mid to late March.

Late April, the Government of Ontario issued a relaunch strategy to reopen businesses in phases commencing in May based on careful monitoring, strict guidelines, and control measures.

Phase 1 will allow some businesses and facilities to resume operations as early as May 19th, 2020 including online retail, delivery/pick-up and curbside retail businesses, as long as the province is able to keep infection numbers down. Retailers must adhere to the following restrictions:

- Must have a street-front entrance (i.e., stores with dedicated street access/storefront).
- Open in-store by appointment and/or by limiting the number of people in the store at any one time. Retailers would need to restrict the number of customers per square metre — for example, one customer per 4 square metres (43 square feet) — to ensure physical distancing of 2 metres at all times.
- Only fitting rooms with doors would be used, not curtains, to facilitate disinfecting. Retailers would restrict use to every second fitting room at any one time to allow for cleaning after use and ensure physical distancing.
- To be successful, we must work together and exercise the utmost care and attention to continued social distancing parameters, enhanced sanitation, use of Personal Protective Equipment (PPE), diligent hand-washing efforts, and adherence to all other health guidelines.

Our goal at Dorval Crossing West is to provide safety and comfort for weekly increases in traffic as we see site employees, contractors and guests returning to the property after a 6+ week hiatus. The following operational enhancements are currently under review and or in progress:

- Administration - The management staff and site operators are still working regular hours to provide regular updates on the virus, new decisions made by the Provincial government and maintaining the site to it's regular standard. All contracted services still remain intact and will continue with regularly scheduled maintenance and repairs.
- QuadReal Connect – QRConnect remains available 24 hours a day, 7 days a week for any maintenance requests or concerns, equipment needs, or any other service-related inquiries:
 - Phone: 1-877-977-2262
 - Email: service@quadrealconnect.com
 - Website: www.quadrealconnect.com
- Outdoor floor decals can be used to manage customer line-up queues for larger and higher

demand tenants. Retailers will need to provide their own signage and manage their own customer queues accordingly.

- Waste and Recycling Management – All waste and recycling rooms will continue to be accessible to retail staff via your respective keys that have been provided previously, allowing only one person in each facility at any given time.
- Personal Protective Equipment (PPE) – All mall personnel, security, housekeeping, administration staff and other service contractors will be encouraged to wear, (and in some cases, provided), PPE, including masks and gloves. It is recommended retailer employees wear masks and other PPE while at the mall.
- Curb Side Pick-up – Retailers are encouraged to continue using curb side pick-up
- Employee Parking – Employee parking rules will remain the same
- Customer Parking – Customer parking rules will remain the same - 3 hours limit per day

Tentative Opening Date - Phase 1

May 19th, 2020

**Opening subject to Ontario's relaunch strategy.*

Shopping Centre Hours - Phase 2

Retailers will have the option to define their operating hours with notification to management in order to keep the website updated.

**Hours will be reviewed on a weekly basis and may be adjusted based on customer traffic and demand.*

Dorval Contact Information

Property Manager	Stefan Pal	Stefan.Pal@quadreal.com
Sr. Property Admin	Florence Lovano	Florence.Lovano@quadreal.com
Operations Supervisor	Brett McKelvie	brettmckelvie@sympatico.ca
Marketing Assistant	Gillian Turk	Gillian.Turk@quadreal.com

Retailer Conditions for Opening

- Dorval retailers will need to confirm whether they are included in the phase 1 –approved retailers list **prior** to opening on May 19, 2020 (refer to Ontario's relaunch strategy above).
- If approved, please notify Florence Lovano by email Florence.Lovano@quadreal.com. Please indicate your approval and re-open plan including hours of operation, number of staff in your store, social distancing measures, signage plan, access requirements, and any other pertinent/ relevant information including whether you plan on utilizing take-out and or curbside pick-up at the centre.
- In addition, please communicate your plans regarding sick employees, employees diagnosed with COVID-19, prevention and screening initiatives, sanitation and disinfecting plans, personal protective equipment (PPE) plan, and any other relevant information.

Retail Online Resources

- <https://www.ontario.ca>
- <https://www.ontario.ca/page/reopening-ontario-after-covid-19>
- <https://covid-19.ontario.ca/>