

NEW SAFETY MEASURES

WELCOME BACK TO THE 1 ELGIN TERRACE!

After taking every precaution to ensure the safety of our staff and guests, we're very pleased to announce that the 1 Elgin terrace is open!

Several measures and protocols have been added to our processes in order to ensure a safe dining experience for our guests, as well as provide protection for the staff serving them.

Please find information below on these measures and kindly take note of new best practices for accessing the restaurant and enjoying a delicious meal with us, while keeping yourself and other guests safe.

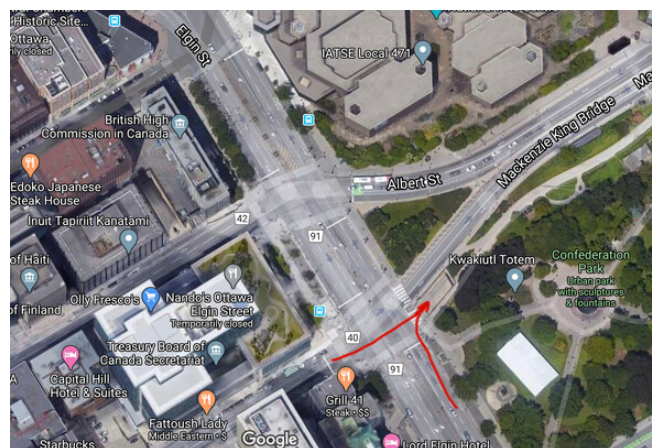
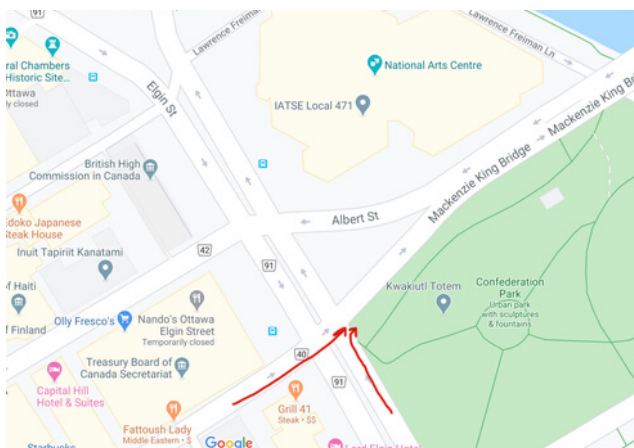
Thank you so much for your cooperation and patience with us as we navigate these changes while serving you the best in Canadian cuisine!

- Please make a reservation in advance

DIRECTIONS TO 1 ELGIN

You can find us on foot by descending toward Rideau Canal from Elgin Street or, if arriving by car, please enter our parking garage via the Elgin Street entrance (just to the left of Confederation Park).

As the interior of the NAC remains inaccessible, we've installed additional signage leading from the Elgin Street entrance of the garage, toward the exterior door situated closest to the 1 Elgin terrace, for easy way finding and convenience.



PHYSICAL DISTANCING

Our tables have been set-up to easily allow seated diners to maintain a 2m distance from other guests. We've also installed directional signage and established clearly marked 'in' and 'out' doors, creating a unidirectional flow of traffic through the restaurant conducive to maintaining distance.

LIMITED CONTACT

In order to keep common touch points to a minimum, we've made the following changes:

- Menus are single-use printed pages.
- Glasses, dishes and utensils are cleaned in our disinfecting dishwasher after each use and not placed on tables until needed. (Utensils will be presented in 'roll-ups' to ensure they stay clean until they're presented to our guests).

WASHROOMS

While the interior of the restaurant is closed to dining, (as is the rest of the National Arts Centre), we're pleased to offer the use of our washrooms. We simply request that access be limited to one guest at a time, and that directional signage for traffic in and out of the restaurant be respected, in order to maintain proper physical distancing.

KITCHEN AND SERVICE STAFF

Managers will check in with employees on a daily basis in order to ensure that they're not experiencing any symptoms of COVID-19, and employees will be asked to return home if they are.

All staff will wear facial coverings while on the premises.

They will not share iPads, pens, papers, or any other materials in the execution of their work.

Staggered hours for the beginning and end of a shift, segregation of duties, and clear and defined work areas limited to one person at a time have all been implemented to allow employees to maintain safe distancing.

All staff have been trained in the new cleaning and work procedures to ensure all guidelines provided by the City of Ottawa are being strictly adhered to.

CLEANING MEASURES

In addition to the strict measures already in place for the cleanliness of the restaurant, several new processes have been implemented in order to ensure that both the kitchen and the restaurant itself are held to the highest possible safety and sanitary standards.

Some of these measures include:

- Wiping down tables and chairs between guest visits
- Frequent cleaning of the bathrooms and other touch points in the restaurant throughout the day
- Running all dishes and silverware in our sanitizing dishwasher
- Providing each employee working in the kitchen with their own disinfecting equipment for use in their area before, during and after their shift.
- Use and frequent changing of gloves and face masks for food handling in the kitchen.

