



SPOKANE CONVENTION CENTER

Operational Enhancements Overview

For the health and safety of our guests

An overview of Enhanced Safety and Sanitation Protocols at the
Spokane Convention Center in Spokane, Washington.

Adopted 7.29.20

Overview

The Spokane Convention Center has enhanced every aspect of operations to ensure the utmost wellbeing of our guests, as we proceed with a renewed focus on health and safety.



Key Operational Enhancements

All Spokane Public Facilities District protocols and best practices shall meet or exceed the recommendations and requirements set forth by the Centers for Disease Control and Prevention (CDC) and Public Health – Spokane & Spokane County.

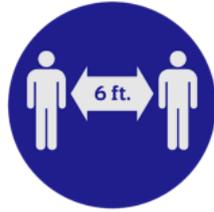
We will continue to closely monitor CDC guidelines, public health advancements, and industry best practices to ensure our procedures and protocols are current and effective.



Overall Enhancements



Sanitation & Cleaning



Physical Distancing



PPE



Staff Training & Implementation



Guest Journey



Event Organizer & Guest Requirements

Key Operational Enhancements A Guest's Journey



Seating & Shared Spaces



Ingress



Egress



Food & Beverage



Restrooms

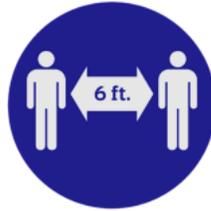


Overall Enhancements



Sanitation & Cleaning

- Routine cleaning and sanitization of all communal building surfaces and amenities has been increased with an emphasis on high touch surfaces
- Establishing GBAC™ STAR Accreditation, the cleaning industry's only outbreak prevention, response and recovery certification for facilities
- Leveraging the expertise of ISS, our custodial partner, to implement an enhanced facility cleaning program based on elevated industry standards
- Increased operation of HVAC systems to improve ventilation of building spaces while upgrading filter efficiencies to capture a greater amount of airborne particles
- Hand sanitizer dispensers will be added throughout the building in key guest areas
- Signage with health and hygiene reminders will be added throughout the building



Physical Distancing

- Break-out meeting room & ballroom spaces set for up to 50% capacity to be spaced accordingly
- Exhibit Halls to be designed for 50% capacity with floor directional signage to assist physical distancing between attendees
- The number of individuals will be limited riding in elevators, reducing elevator usage to ADA patrons (where appropriate) and encouraging others to use stairs or escalators to establish physical distancing. Distancing markers will be installed in elevators if the capacity is large enough or limited to one guest at a time.
- Directional hallways and passageways will be established for foot traffic, if possible, and separate routes will be designated for entry and exit into meeting rooms, offices and other shared spaces.
- All visitor attraction brochure racks and other self-service displays with printed hand-outs will be closed.



PPE

- All attendees to wear masks when in the facility
- Employees will be required to wear masks at all times; gloves will be worn depending on the location and task
- Staff will be trained on proper ways to utilize PPE and on proper handwashing techniques and other ways that each employee can limit the spread of infectious particles
- Wearing of masks will be in accordance with state, county, and venue regulations, and protocols will be sent in advance to patrons



Staff Training & Implementation

- All staff will be required to complete training on the latest cleaning and sanitization practices
- Food service (Centerplate) staff will be trained to comply with upgraded front and back of house sanitation standards plan, which emphasizes proper food handling and safety based on current standards from public health agencies.
- Staff will undergo mandatory health and temperature screening upon shift arrival
- Employees will be required to wear masks at all times; gloves will be worn while working in shared spaces
- Sanitization stewards have been appointed in each department to ensure increased employee training and proper cleaning and sanitization practices for all staff



Event Organizer & Guest Requirements

Guide will be distributed to organizers that includes information on the following topics:

- Local Public Health Officials and Standards
- Revised occupancy standards for event space and public areas based upon CDC guidance, including samples of revised floorplans
- Event organizer will ensure all attendees are pre-registered and retain contact information for all attendees.
- Protocol for health prescreening of all attendee prior to arrival. Event organizer must maintain records document compliance. (Organizer can opt so set up their own temperature screening on arrival of attendees.)
- Emergency communication plan
- Virtual planning and pre-conference meeting options
- Elevator and escalator distancing policies
- Location and contact information of event-related on-site medical personnel and closest local medical facilities



Key Operational Enhancements: A Guest's Journey



Meeting & Shared Spaces

- Updated diagrams for room sets to ensure physical distancing
- Staggered vendor/exhibitor move-in and move-outs
- Scheduled adjustments to anticipate attendee flow in common areas
- Adequately space or eliminate shared tables and seating areas to ensure physical distancing
- Limited seating capacity at tables and empty chairs between patrons
- Electronic messaging and physical signage to remind guests of face mask, handwashing, and distancing requirements for all attendees.



Ingress/Egress

- Signage and ground markings will be added to remind guests to maintain physical distancing while queuing for entry.
- Doors will be held open during peak attendee ingress or egress, if possible and in accordance with security and safety protocols.



Food & Beverage

- Banquet sets limited to 40-50% capacity per table
- Sanitize point-of-sale (POS) terminals between each use
- Meeting Venues will assist in developing a food and beverage plan that may include:
 - Large meal function spaces to accommodate physical distancing requirements
 - Longer and/or assigned meal times for attendees
 - Suspension of self-serve buffet style food service to be replaced by alternative service styles
 - Consideration of self-contained grab-and-go meals/snacks to limit contact



Restrooms

- Touchless faucets, soap dispensers and towel dispensers will be added in all areas possible
- Every other sink will be blocked off as needed for appropriate distancing, as well as stalls or men's urinals as needed
- All restrooms will utilize one-way in and one-way out signage to decrease contact between guests



Education & Signage

Guest Pre-Arrival Communication:

Pre-event messages to inform attendees of health and distancing measures in advance of arrival.

On-site signage:

Physical distancing floor markers, one-way traffic directional signage, health and safety reminders, temporarily closed services, sanitizer stations



PLEASE HELP PROTECT ONE ANOTHER FROM
COVID-19

Please wear a face covering and keep 6 feet
apart from others in public spaces.



Fit coverings snugly but
comfortably against the
side of the face



Use the ties or loops to put
your mask on and off



Face coverings should
have multiple layers



Avoid touching the front of
the face covering, especially
when you take it off



Wash and dry your
cloth mask daily



Children should only
wear them with
adult supervision

Wash hands before and after wearing a mask.

For more information:
inlandcovidresponse.org
Content adapted from Public Health Seattle & King County

#InlandStrong



COVID-19

(Coronavirus disease 2019)

What is COVID-19?

COVID-19, or coronavirus disease 2019, was first detected in Wuhan, Hubei Province, China in 2019. Coronaviruses are a family of viruses often associated with the common cold. Found in many animal species including cattle, cats and bats, animal coronaviruses sometimes infect people and then change, allowing them to spread from person to person.

What Are the Symptoms?

Symptoms may appear between two and 14 days after exposure to the virus and include the following:



Fever



Cough



Difficulty breathing



Less common: abdominal pain, nausea, diarrhea

How Does it Spread?

Health experts are still learning the details about how COVID-19 spreads.

Other coronaviruses spread from an infected person to others through these methods:



Through the air (within about 6 feet) by coughing and sneezing



Being in close contact with others (closer than 6 feet) or by touching/shaking hands



Touching a surface with the virus on it, then touching your mouth, nose, or eyes



In rare cases, contact with feces

How to Reduce Risk of Infection with COVID-19

There are currently no vaccines to prevent COVID-19, and there are no special precautions to prevent infection. Take the same steps as you would to prevent infection with the flu or common cold:



Wash hands often with soap and water—if not available, use hand sanitizer



Avoid touching your eyes, nose, or mouth with unwashed hands



Stay home while you are sick and avoid close contact with others



Avoid contact with people who are sick



Cover your mouth/nose with a tissue or sleeve when coughing or sneezing



Employee Health Status Assessment

To stop the spread of COVID-19, it is critical that anyone experiencing any of the symptoms should stay home or return home immediately.

1. Do you have a fever (100.4F or higher) or a sense of having a fever?
2. Do you have a new cough not caused by another health condition?
3. Do you have any new shortness of breath not caused by another health condition?
4. Do you have a new Sore throat not caused by another health condition?
5. Do you have a new muscle ache not caused by another health condition or physical activity?
6. Do you have a new loss of taste or smell not caused by another health condition?

Self-assessment: I attest that I have responded honestly to the above to the best of my knowledge



COVID-19 DECISION TREE

Use this to help you navigate a variety of employee scenarios related to COVID-19.

