

# Anaheim Convention Center

## CORONAVIRUS RECOVERY PLAN

The Anaheim Convention Center stands ready to safely and responsibly reopen under guidance from the State of California.

We are following California's four-tier reopening plan. Here is the summary of our plans and those of our partners as we work to reopen the Anaheim Convention Center.

We will ensure unparalleled service and a world-class experience while taking steps to safeguard public health for event organizers, attendees, partners and employees.

This information is subject to update and will evolve with guidance and requirements from the California Department of Public Health, the Orange County Health Care Agency and any additional guidance from the Centers for Disease Control and Prevention.

### **GBAC Star Accreditation:**

- The Anaheim Convention Center has received GBAC Star accreditation from the Global Biorisk Advisory Council, a division of ISSA Inc., the leading association for the cleaning industry. Accreditation is awarded to facilities that follow a high standard of cleaning, disinfection and disease prevention and that follow proper cleaning and disinfecting protocols and workplace practices. The Anaheim Convention Center is the first exhibition facility on the West Coast to be accredited.

For event organizers, attendees, partners and employees, GBAC Star status provides assurance and confidence that proper cleaning, disinfection and disease prevention practices are in place at the Convention Center.

### **Cleaning Information:**

- All disinfection products used by the Convention Center are approved by the U.S. Environmental Protection Agency for use against SARS-CoV-2, the new strain of coronavirus that causes COVID-19 infections.
- During events, there will be enhanced cleaning and disinfecting of escalator and stair



handrails, elevator buttons, door handles and other frequently touched surfaces.

- Restrooms are cleaned and disinfected on a continuous basis with individual restrooms closing on a rotating basis so that deeper cleaning and disinfecting can be completed.
- The Convention Center has electrostatic sprayer machines that deliver disinfecting solutions to the front, back and sides of surfaces and provide superior disinfectant coverage for better protection, including against coronavirus.

### **Hand Sanitizing:**

- The Convention Center currently has 153 wall-mounted hand sanitizer dispensers, which include 90 that are touchless, have been installed at entrances, reception areas, elevators, restrooms and other frequently visited areas.

### **Personal Protection Equipment:**

- In accordance with the California Department of Public Health's order, face coverings will be required to be worn by event organizers, attendees and guests inside and in line for any indoor public space; in any room or enclosed area where an individual is unable to distance from those outside their own households and outside when within six feet of others.
- All Convention Center staff and vendors will wear face coverings when in workplace common areas, any food service areas, packaging or distribution areas, coming into contact with or interacting with the public and others.
- Face coverings and hand sanitizing products will be available for purchase at Convention Center food and beverage locations should organizers or attendees need them.

### **Physical Distancing and Signage:**

- Plexiglass separations have been installed at points of sale locations and concession areas.
- Physical distancing decals and signs
  - Throughout the Convention center to promote physical distancing.
  - Designating where to stand near ATM machines, elevators, escalators and other gathering places.
  - Additional signage will be installed at concessions stands prior to events.
  - In sitting areas.
- Signs have been posted in restrooms as reminders to wash hands and properly cover coughs.
- Restroom fixtures have been adjusted or taken out of service to promote physical distancing.



- Event organizers are encouraged to incorporate physical distancing for any leased areas.

### **Bottle Fill Stations:**

- The Convention Center has 30 water bottle fill stations that are located in lobby areas and the exhibit halls.

### **Exterior Door Handles:**

- To reduce touch points, the main Convention Center building now has 63 locations that have entry access.

### **Cashless Transactions:**

- The Convention Center accepts only credit or debit cards, Apple Pay, and Google Pay at locations that require payment, such as parking and food stand locations to minimize physical contact.

### **Touchless Paper Towel Dispensers:**

- To reduce touch points, the Convention Center is replacing manual paper towel dispensers in the restrooms of the Exhibit Halls of the main building and Arena with dispensers that are touchless.

### **Employee Health and Training:**

- Employees are required to participate in a daily health and wellness certification that includes checking their temperature prior to reporting to work.
- All employees have been instructed to stay at home or go home if not feeling well.
- Employees will wear a face covering when interacting with others and when a minimum distance of six feet cannot be maintained.
- Additional signs have been posted in operational and administrative areas reminding employees about wearing face coverings, using gloves where appropriate, hand washing and appropriate sneezing and coughing protocols.
- All active duty employees have received (and all non-active employees will receive prior to returning to active duty) training regarding coronavirus safety and individuals performing cleaning and housekeeping duties have received additional training regarding cleaning methods, product use and other activities.



## Case Notification:

- The Convention Center will operate under an emergency medical plan, led by the emergency medical services division of Anaheim Fire & Rescue, to quickly respond to, address, manage and trace any health issues that arise in conjunction with the Orange County Health Care Agency.

## On-Site Services

### CATERING: Aramark

Catering Services has created a Pandemic Response Team to support all facets of the operation focused on safety, purchasing, sanitization and servicing guests. In addition to following guidelines of the Convention Center, Catering Services has created an extensive policy and guidelines that outline in detail procedural efforts and supporting operations to ensure safety measures.

Listed below are highlights of the operational and sanitizing process for safe operations.

- Catering Services will follow all mandated state, local and federal guidelines as they evolve.
- Catering Services has training plans to ensure protocols are in place for services.
- Daily trainings on pandemic and hygiene standards are included in all pre-shift service meetings.
- Catering Services conducts hygiene audits and spot checks throughout the course of the service period.
- Catering Services requires all employees to wear masks, gloves and perform frequent hand washing during their shifts.
- Catering Services has secured proper protective equipment for all team members during services.
- Catering Services' operational plan includes a process to ensure that service stations have sanitizer available for attendees as well as at employee service locations.
- Guidelines for catering service styles will include physical distancing and are in place to ensure safety of attendees.
- Catering Services' culinary team has curated a wide selection of pre-packaged menus and will customize service items accordingly with event types.
- Catering Services is able to offer a variety of presentation styles and vessels to ensure safety measures are upheld.



- Cleaning schedules have been adjusted to increase frequency of high-touch areas, which includes both front of the house and back of the house operations.
- Catering Services has posted signs and other communications related to sanitization and hygiene.
- Catering Services will work collectively to identify food and beverage areas to ensure they are consistent with seating layouts for physical distancing for all events.
- Catering Services has a Clean Team program responsible for working with the Orange County Health Care Agency and focused on safety protocols.
- For catering and banquets: guest utensils will be in rolled up within napkins, table set-ups will be individual, and most food items will be preset or served with lids, while hot items will be delivered with a covering lid.
- For buffet service locations, Catering Services will have the proper sneeze guards and staff to assist guests in service.

## **TECHNOLOGY: Smart City Networks**

Technology Services has developed processes and protocols including, but not limited to, the following return-to-work procedures as well as following Anaheim Convention Center overall guidelines.

### **Interacting with Building Staff, Exhibitors and Attendees**

- In public areas, Technology Service team members will practice physical distancing by standing at least six feet away from other groups of people while standing in lines, using elevators or moving around the property. Team members will be reminded to not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible, including no handshakes.
- Appropriate face coverings and gloves will be worn by all Technology Service staff based on their role and responsibilities and in adherence to state or local regulations and guidance. After all interactions are concluded with coworkers and/or guests, Technology Service staff will dispose of gloves in approved manner or wash their hands based on CDC guidelines or use hand sanitizer when a sink is not available.

### **Service Desk Operations**

- Plexiglass/plastic barrier between service desks and separating front-facing interactions with the client.
- Signage promoting physical distancing and hand washing will be displayed.
- Hand sanitizer will be available for team members and clients at the service desk.
- Service desk and equipment that must be touched, such as monitors, keyboards or other equipment, will be cleaned and disinfected at least once per hour and upon a service desk shift change.
- Requests for pricing will be available through QR code displayed at the service desk.



- All rental equipment and material (phones, network switches, adapters, cables, etc.) will be sanitized and disinfected upon its return to our warehouse or storage room.

### **Service Installation and Equipment Delivery Protocols**

- All rental equipment and material (phones, network switches, adapters, cables, etc.) will be cleaned (wiped down to remove dirt and debris), disinfected (sprayed or wiped down using an EPA-approved coronavirus disinfect solution) and placed in a plastic bag sealed with tamper tape. Rental equipment will be required to be picked up at the service desk and will be inspected by both a Technology Services team member and the receiving client to ensure the rental equipment was not compromised.
- Any equipment that requires a Technology Service technician to install at the booth/meeting room/event space will be done so in the presence of the client. The technician will disinfect the equipment prior to leaving the space.
- All service lines installed (telephone, internet cables) will be installed using normal installation procedures. However, after the connection is tested for quality assurance, and before the recipient of the service arrives onsite, Technology Services' technicians will disinfect the final six feet of the service line and tag the line with a disinfected notification card listing the date of install.
- During situations where a technician needs to troubleshoot a client's device, Technology Services' technicians will kindly ask the end-user to adhere to the six-foot physical distance rule. The technician will provide support wearing all appropriate PPE gear.

### **Team Members Reporting to Work and Office Protocols**

- All staff will be instructed to stay home if they do not feel well.
  - All staff will have no-contact thermal/temperature checks and data logged daily.
  - All staff will wear face coverings when there is direct interaction with others until further notice.
- All workspaces will be cleaned and disinfected each time the employee is ready to leave their space by following CDC, federal, state and local guidelines.

## **PRODUCTION: PSAV / ENCORE**

Production Services is committed to providing a safe and healthy workplace for all customers, business partners and employees. With that, team members will be required to follow the overall guidelines of the Anaheim Convention Center as well as those for disinfecting equipment between uses.

### **Daily Office and Storage Space Cleaning Routines**



- Handwashing signs will be displayed for awareness and to remind team members to follow public health best practices.
- Encourage cleaning of personal cell phones, tools, keys and team member-owned face coverings and other protective equipment on a routine basis.
- Hand sanitizer and approved chemicals will be available for team member use in both office and storage rooms.
- Daily high-touch items should be regularly wiped clean using approved cleaners:
- Light controls and switches, doorknobs and drawer and cabinet handles in PSAV offices.
- Desk phones, house phones, MOD phones and radios.
- Avoid cross-use of devices when possible.
- Encourage use of speakerphones when possible.
- Computers
  - Use of wipes when cleaning entire computer to include keyboards and mice.
  - Avoid cross-use of keyboards and mice when possible.
- Tools (truss wrench, measuring devices, pliers, lifts and ladders)
  - Wipe high-touch areas prior to use.
  - Avoid cross-use of hand tools when possible.
- When handling equipment and cases all contact points should be wiped clean using appropriate cleaners.
  - To include pushing/lifting points and handles.

#### **Meeting Space Refresh:**

- Prior to an event starting time and between sessions, a technician will use approved cleaners to wipe down all high-touch areas of Production Services equipment:
  - Microphones
  - Production Services music devices
  - Remotes, slide advancers, wireless mice, laser pointers
  - iPads
  - Podium surfaces for those provided by Production Services
  - Landline phones (managed telecom venues)
  - Faders and dimmers
  - Flipchart markers
- Technicians will fill out cleaning verification card with their name, signature and date and time indicating when the cleaning was completed, approximately one hour prior to event starting time.
- Production Services representatives will meet guest in room beforehand to make introduction, test equipment, verify cleaning and leave alcohol sanitizer tear pack with presenter.
- As an extra step to Production Services' quality control process, all contact points will be wiped with approved cleaners when striking the equipment.



# Additional Information

For additional information, please visit the following resources:

- City of Anaheim Tracking Coronavirus  
<https://www.anaheim.net/5454/>
- Center for Disease Control and Prevention  
<https://www.cdc.gov/>
- Orange County Health Care Agency  
<https://www.ochealthinfo.com/>
- State of California COVID-19 webpage  
<https://covid19.ca.gov/>
- Global BioRisk Advisory Council, GBAC STAR Program Elements  
<https://gbac.issa.com/>

