

# HEALTH & SAFETY GUIDELINES



CONVENTION CENTER

# INTRODUCTION

The Fort Worth Convention Center (FWCC) and the City of Fort Worth are committed to providing exceptional experiences which begins by ensuring the health and safety of our employees and guests.



The facility's proactive cleaning and sanitation protocols will be enhanced, at every touch point, following the recommendations that are being provided by state, city and local public health authorities and the Centers for Disease Control (CDC). FWCC achieved the GBAC STAR™ accreditation by demonstrating compliance with the program's 20 elements which range from standard operating procedures and risk assessment strategies to personal protective equipment and emergency preparedness and response measures.

Our goal: find the best practices across all industries and then vet those practices with public health and medical health safety professionals to ensure we are at the forefront of health and safety for our employees and customers.

The virus that causes COVID-19 can be spread to others by infected persons who have few or no symptoms. Even if an infected person is only mildly ill, the people they spread it to may become seriously ill or even die, especially if that person is 65 or older with pre-existing health conditions that place them at higher risk. Because of the hidden nature of this threat, everyone should rigorously follow the practices specified in these protocols, all of which facilitate a safe and measured reopening of Texas. The virus that causes COVID-19 is still circulating in our communities. We should continue to observe practices that protect everyone, including those who are most vulnerable.

Effective June 3, 2020, Phase 3 of the Open Texas plan increased allowable venue capacity to 50% of the total listed occupancy. This phase also expanded to include all event organizers provided they can follow the mandated protocols for social distancing, health screening and reducing contact. On October 14, 2020, the Open Texas plan expanded capacity to 75% for many events except all indoor and outdoor professional, collegiate, and similar sporting events, including rodeos and equestrian events, shall remain limited to 50%.

Effective at 6:00 p.m. on June 26, 2020 through May 25, 2021, masks or face coverings will be required in all Tarrant County businesses including the Fort Worth Convention Center. This applies to everyone entering our facility with the exception of infants or when the covering of the nose and mouth poses a significant mental or physical health risk to the individual. It is best practice to stay home if your medical condition or other factors increase the risk of contracting COVID-19.

# OVERALL RESPONSIBILITIES

## Employee & Guest Standards

The health and safety of our employees and guests is our number one priority.

**Physical Distancing.** Guests and employees will be advised to practice physical distancing by standing at least six feet away from other guests while standing in lines, using elevators and escalators or moving around the property. Registration, room setups, exhibitions as well as all other physical layouts will be arranged to ensure appropriate distancing.

**Hand Sanitizer.** Hand sanitizer dispensers will be placed at key guest and employee contact areas such as entrances, concourses, meal functions, concessions stands and restrooms.

**FOH Signage.** There will be health and hygiene reminders throughout the facility with special attention to entry doors, restrooms, concourses, lobbies, and other high traffic areas. Main entrances will have signage communicating COVID-19 symptoms and asking everyone to take personal responsibility for preventing disease spread.

**Case Notification.** If we are alerted to a case of COVID-19 at the facility, we will work with the local health authorities and will follow the appropriate steps to take with guests. We will conduct additional cleaning and disinfecting protocol of all areas that the guest has been during their visit.

## Employee's Responsibilities

City of Fort Worth employees are the first line of defense for an effective health and sanitation program.

**Employee Health and Temperature Screening.** Our employees have been given clear instructions on how to respond swiftly and appropriately to all presumed cases of coronavirus infection on property in accordance with local guidelines and will be ready to provide full support to our guests addressing any health concerns. Facility employees and service provider partners will have their temperature checked before starting their shift. Anyone with an elevated temperature greater than 99.5° will be checked twice and, if still elevated, will be sent home. All facility employees are reminded to stay home if they do not feel well.

**Hand Washing.** Proper and frequent handwashing with soap is vital to help combat the spread of virus. All FWCC employees will wash their hands every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving a building, going on break and before or after starting a shift.

**Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to safely use and dispose of all PPE will be provided. Every employee entering the facility will be provided a mask and gloves and required to wear the PPE while on property depending on the job duty.

**COVID-19 Training.** All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Operations, Security, and our service providers. Signage will be posted BOH reminding employees of the proper way to wash hands, sneeze and to avoid touching their faces as well as to practice physical distancing by standing at least six feet away from guests and others whenever possible.

# GUEST ARRIVAL

## The Guest Journey

### Parking Garages

- Parking pay stations at the Houston Street garage are available in the lobby
- Elevator landing and stairwell handrails will be disinfected throughout the day
- Attendants will wear masks and gloves when working with guests

### Inside the FWCC

- Everyone will be required to wear a mask or face covering while in the building
- Main entrances will have signage communicating COVID-19 symptoms and asking everyone to take personal responsibility for preventing disease spread
- Elevator landing and stairwell handrails will be disinfected throughout the day
- Signs will ask guests to limit elevators to 4 people at a time
- Signs will ask guests to keep 2 escalator steps between the next person
- Facility employees will wear masks and gloves when working with guests
- Doors will be placed open to limit touch, when practical
- Signage throughout the common areas with special attention to restrooms and public concourses reminding everyone to practice social distancing and good hand hygiene
- Require event contacts to pick up own packages from loading dock rather than having FWCC staff deliver packages
- Work with meeting planner to determine where Lost & Found will be stored
- Site inspections and meetings will be conducted virtually and when in person, using the six-foot distance standard

### Meeting Rooms, Exhibit Hall, Lobby or Concourse Areas

- Seating capacities and room sets will adhere to local guidelines and social distancing, diagrams will be customized within applicable guidelines
- Doors will be placed open to limit touch, when practical
- Client will be required to create lines with 6' spacing marked on the floor
- In the exhibit hall 15'-20' aisle spacing will be maintained whenever possible. When using 10' aisles, one-way traffic must be controlled with additional event staff or directional signs
- Additional ushers could be required to enforce proper distancing and control attendance

### Event Registration or Ticket Purchase

- Client will be required to create lines with 6' spacing marked on the floor
- All desk staff will be encouraged to use all necessary PPE including a cloth face covering and gloves if exchanging paperwork or payments
- On-line registration or paperless systems are recommended

### Arena Events

- A custom seating manifest will be used to maintain proper distancing for guests
- Controlled ingress and egress by section or row to encourage distance
- Client will be required to create lines 6' spacing marked for lines for queuing for ticket and merchandise sales

## Cleaning Products and Protocols

Our facility uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria, and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE is available.

**Public Spaces and Communal Areas.** The frequency of sanitizing and disinfecting has been increased in all public spaces including an emphasis on frequent contact surfaces including elevators and elevator buttons, door handles, public restrooms, ATMs, escalator and stair handrails, other common areas and office counters.

**High Traffic Areas.** Meeting and banquet spaces, lobbies, concourses, concession stands and bars and FWCC offices will each have area-specific cleaning guidelines and protocols that meet or exceed all local or national authority recommendations.

**Back of House.** The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the employee break rooms, employee entrances, facility equipment, employee restrooms, loading docks, offices, concession stands and the kitchen.

**Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee.

**Air Filter and HVAC Cleaning.** The frequency of air filter replacement and HVAC system cleaning has been increased and the amount of air exchange will be maximized to increase external air flow.

## Physical Distancing

**Guest Queuing.** Any area where guests queue will be marked with proper distancing.

**Arena.** Reserved seating or additional usher staff will be required to guide guest seating. The arena with fixed seating will be operated to maintain proper distancing and attendance limits in accordance with state health protocols.

- maintain at least 2 empty seats between groups in a row, except two or more members of the same household can sit adjacent to one another, with two seats empty on either side
- Two individuals who are not members of the same household but who are attending together can sit adjacent to one another
- Alternate rows between patrons (every other row left empty)

**Meeting and Banquet Spaces.** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations.

**Trade Show and Exhibit Spaces.** Trade show booth set-up arrangements will allow for physical distancing between booths based on CDC and state recommendations. Wider aisles will be maintained whenever possible. When not possible, a 10' aisle will be maintained as one-way traffic flow only.

**Back of House.** Physical distancing protocols will be used in the employee and service partner areas, offices, shared office spaces, training rooms, and other high-density areas to ensure six feet of separation between employees.

# FWCC OPERATIONAL SANITIZATION POLICIES

## Office Areas

### Cleaning & Disinfecting

- Counters, conference rooms and office areas to be sanitized throughout the day
- All FOH and BOH high traffic areas and restrooms to be sanitized throughout the day
- Vending machines (break rooms) to be sanitized
- Sales staff to carry sanitizing wipes while conducting site inspections

### Physical Distancing Protocol

- Minimize inter-office envelope and small package delivery services
- Enforce six-foot physical distancing minimums with guests
- Use e-mail for all guest transactions whenever possible

### Guest Considerations

- Require all event shipments be delivered to event management
- Provide a sanitization kit in office to use every time a guest has accessed the area
- Provide credit card terminal for payment when available

## Stagehand and Audio Visual

### Cleaning & Disinfecting

- All FOH and BOH high traffic areas and restrooms to be sanitized throughout the day
- Electrostatic sprayers to be used on completed set-ups, staging and handrails prior to the event and overnight
- Offices, desks, counters and workspace to be sanitized throughout the day
- Stage or A/V equipment to be sanitized throughout the day or after each session

### Physical Distancing Protocol

- Enforce six-foot physical distancing minimums with guests

### Guest Considerations

- Provide multiple options and various layouts

## Maintenance, Engineers and Security

### Cleaning & Disinfecting

- All FOH and BOH high traffic areas to be sanitized throughout the day
- Offices, desks, counters and workspace to be sanitized throughout the day

### Physical Distancing Protocol

- Enforce six-foot physical distancing minimums with guests or contractors

## Event Services and Public Areas

### Employee PPE & Hygiene

- See Overall Responsibilities

### Cleaning & Disinfecting

- Event Attendants to sanitize the following areas throughout the day
  - Building entry and meeting room doors
  - Elevators
  - Escalator and stair handrails
  - 2<sup>nd</sup> Level Concourse seating
  - Trash bins
  - Restroom doors will be placed open to limit touch, when practical
- Minimize contact with guests while cleaning areas
- Electrostatic sprayers to be used on completed set-ups, public areas and restrooms prior to an event and overnight

# FOOD & BEVERAGE GUIDELINES

## Catering, Banquets and Concessions

### Employee PPE & Hygiene

- All associates will be subject to daily health screening which includes daily temperature check
- Associates who are guest facing or who come in direct contact with guests will be required to wear a face mask and gloves while interacting with guests. Associates who prepare or handle food will be required to wear a face mask, gloves and hairnets/hats while preparing food or in any food preparation area
- All associates must be current on their Food Handler and/or Food Manager Certifications: <https://www.statefoodsafety.com/CustomPortal/FortWorth#/>
- Hand sanitizer dispensers to be made available near service stations

### Cleaning & Disinfecting

- Service stations, service carts, beverage stations, counters, bar tops and trays to be sanitized before and after use
- POS terminals to be assigned to a single server, only where possible, and sanitized between each user and before and after each shift
- Condiments to be served in single use containers (either disposable or washed after each use)
- Sanitize all open bottles of liquor and wine at the end of a shift or change of bartender
- Associates will increase frequency of cleaning, disinfecting and sanitizing high touch services and areas with Environmental Protection Agency (EPA) recommended cleansers capable of combating COVID-19

### Physical Distancing Protocol

- Space capacities of high-traffic areas will be redefined to allow for proper social distancing
- Tables to be set with a minimum of six feet between each table
- Acrylic protective barriers to be placed at all permanent concession stands
- All self-serve food and beverage items will be temporarily replaced with the following:
  - Attendant served buffets or individually plated meals
  - Attendant served receptions
  - Attendant served coffee and other break functions as appropriate
- All cutlery will be provided via individual wrapped plasticware or flatware roll up
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure physical distancing and regulations are met

# SERVICE PARTNER GUIDELINES

## Ushers and Security Operations

### Employee PPE & Hygiene

- See Overall Responsibilities
- Posted signs at entrances to remind guests to sanitize upon entry/exit to the building

### Cleaning & Disinfecting

- All contact surfaces to be sanitized at the completion of an incident or report
- Shift managers will assign specific responsibilities and ensure proper protocols are followed

### Physical Distancing Protocol

- Standard protocols will be followed unless a specific incident requires more invasive contact
- Ushers or security guards to assist with enforcing physical distancing protocols in guest queuing areas as required

### Guest Considerations

- Guards will be familiar with sanitizer, restrooms and guest PPE distribution areas (when provided by event)

## Parking Operations

### Employee PPE & Hygiene

- See Overall Responsibilities
- Change gloves or sanitize hands after each guest contact
- Attendants will wear masks and gloves when working with guests

### Cleaning & Disinfecting

- All parking booths, entrance and exit touch control panels to be sanitized throughout the day
- Elevator landing and stairwell handrails will be disinfected throughout the day

### Physical Distancing Protocol

- Maintain proper distance from guests
- Contactless payment is encouraged, when not available, contact should be minimized
- Parking pay stations at the Houston Street garage are available

## Electrical and Data/Internet Service Providers

### Employee PPE & Hygiene

- See Overall Responsibilities
- Change gloves or sanitize hands after each guest contact

### Cleaning & Disinfecting

- Equipment and service connections provided should be sanitized once set-up is completed

### Physical Distancing Protocol

- Maintain proper distance from guests

### Guest Considerations

- Credit card transactions or online service ordering recommended



# ENTRY SCREENING & RESOURCES

“Identify, Isolate, Inform” - Temperature checks will be required for all employees, contractors and service providers prior to starting their work shift. Temperature checks would also be encouraged for clients and guests. If an individual refuses the temperature reading, they will be denied entry to the property.

Employees and customers are also encouraged to self-screen before entering the facility for any of the following signs or symptoms:

- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- Loss of taste or smell
- Diarrhea
- Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
- Known close contact with a person who is lab confirmed to have COVID-19

At this point, we will follow the guidance from the Tarrant County Public Health Department and City of Fort Worth Office of Emergency Management officials. Based on these instructions, we will also notify the Meeting Planner(s) and/or Show Producer(s).

## Resources

CDC Guidance Documents

<https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html?Sort-Date%3A%3Adesc>

ECOLAB Cleaning and Disinfecting Guidance - Food Service

a) 21 Slide Power Point presentation

ECOLAB Cleaning and Disinfecting Guidance - Hospitality

a) 22 Slide Power Point presentation

ECOLAB Regulatory FAQ'S

a) 7 Page document of frequently asked questions regarding cleaning solutions, PPE and surfaces

TARRANT COUNTY PUBLIC HEALTH

<https://www.tarrantcounty.com/en/public-health/disease-control---prevention/coronaviruas.html>

THE GOVERNOR'S REPORT TO OPEN TEXAS

<https://gov.texas.gov/uploads/files/organization/opentexas/OpenTexas-Report.pdf>

TDEM - GA-20 “Essential Services” & “Reopened Services”

<https://tdem.texas.gov/essentialservices/>