

HEALTH & SAFETY GUIDELINES



OVERVIEW

Will Rogers Memorial Center and the City of Fort Worth are committed to providing exceptional experiences which begins by ensuring the health and safety of our employees and visitors.



The facility's proactive cleaning and sanitation protocols have been 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). WRMC 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.

From June 3, 2020 through March 10, 2021 a phased approach, Open Texas, was in effect based on state and local mandates. This phased approach included all event organizers to follow the mandated protocols for mask-wearing, social distancing, health screening, and reducing contact through set capacity limits. On March 2, 2021 the Texas Governor lifted the mask mandate and increased capacity of all businesses and facilities in the state to 100% effective March 10, 2021.

In response to Texas Gov. Greg Abbott's May 18, 2021 executive order to county and city governments regarding mask wearing, the City of Fort Worth will no longer require its employees or visitors to wear a mask in all city facilities, including the Will Rogers Memorial Center. The updated policies are listed below:

- Mask-wearing is optional by everyone who enters the public corridors, concourses and lobbies at each venue.
- WRMC staff and contractors will have the option of wearing a mask in unlicensed or public spaces. Mask wearing is required if working in a licensed space where the client has mandated mask-wearing.
- WRMC will continue to employ state-of-the-art sanitizing and disinfecting programs.

The WRMC client shall have the responsibility to determine and communicate the following for all licensed space:

- Mask-wearing requirements for client-provided event staff and attendees.
- Temperature and other types of screening procedures at the entrance to the licensed event space.
- Enforcement of mask wearing regulations.
- Social distancing seating or standing requirements for the licensed spaces, which will determine capacity for an event.

Client's decisions shall be communicated to the WRMC management, who will support each event accordingly.

OVERVIEW

Employee & Guest Health

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

Physical Distancing. Guests 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. Café and banquet tables and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.

Hand Sanitizer. Hand sanitizer dispensers will be placed at key guest and employee contact areas such as entrances, lobbies, concourses, main barn aisles, concessions stands and cafes and restrooms.

FOH Signage. There will be health and hygiene reminders throughout the property and in barns with special attention in restrooms, concourses, lobbies and other high traffic areas.

Case Notification. If we are alerted to a case of COVID-19 at the facility, we will work with the local health authorities and we will follow the appropriate steps to take with guests. We will conduct an 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.

Hand Washing. Proper and frequent handwashing with soap is vital to help combat the spread of virus. All WRMC 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.

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 Event Services, Food & Beverage, Barn Operations and Security. 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 Guest Arrival

Personal Vehicle (self-park lots and garages)

- Hand sanitizer dispensers will be available at each point of entry and/or elevator landing.
- Elevator landing and stairwell handrails will be disinfected throughout the day

Recreational Vehicle (RV lots)

- Individual hand sanitizer bottles will be provided to guests upon arrival and check in with staff.
- All cable connections and pedestals will be wiped down and sanitized between each use.

Inside the WRMC

- Elevator landing and stairwell handrails will be disinfected throughout the day
- Elevators will be limited to 4 people at a time
- Guests will be asked to keep 2 escalator steps between the next person
- Doors will be placed open to limit touch, when practical
- Portable touchless hand sanitizer dispensers will be available
- Signage throughout the common areas with special attention to restrooms and public concourses reminding everyone to practice social distancing and good hand hygiene

Event Registration or Ticket Purchase

- Portable touchless hand sanitizer dispensers will be available.
- Ticketless ticketing systems are encouraged.

Equine/Livestock Guest Arrival

Exhibitor Check-in at Show, Stall and Shavings Offices

- Show producers will be encouraged to accept all required paperwork either online or electronically including health papers and scratches or additions made on site and to provide all class sheets, schedule updates and draws via text or email.
- All barns are sanitized fully, including horse stalls, wash stalls and cattle ties, prior to horses and livestock arriving.
- Wash stalls are sanitized hourly during the show.
- Main barn aisles are swept and sanitized hourly during usage.

DEPARTMENTAL SANITIZATION POLICIES

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 cleaning and disinfecting has been increased in all public spaces including an emphasis on frequent contact surfaces including elevators and elevator buttons, door handles, public bathrooms, ATMs, escalator and stair handrails, dining surfaces, show, stall and shavings office counters.

High Traffic Areas. Meeting and banquet spaces, lobbies, concourses, concession stands and bars, cafes, offices and barns 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, 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. This includes a phones, radios, computers and other communication devices, payment terminals, golf cars and other vehicles, kitchen gadgets, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the facility. The use of shared food and beverage equipment in office pantries (including shared coffee brewers) will be discontinued.

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 into the building.

Event Services and Public 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 and entry door placed open when possible
- Electrostatic sprayers to be used on completed set-ups, staging and handrails prior to the event and overnight
- Stage or A/V equipment to be sanitized throughout the day or after each session
- Event Services to sanitize the following areas throughout the day:
 - Building entry and meeting room doors
 - Elevators
 - Escalators and stair handrails
 - Restrooms
 - Trash bins
 - Vending Machines

Physical Distancing Protocol

- Maintain six-foot physical distancing minimums with guests when possible
- Use e-mail for all guest transactions whenever possible
- Provide multiple options and various layouts
- Recommend all event shipments be delivered direct to event management

DEPARTMENTAL SANITIZATION POLICIES

Barn Operations

Cleaning & Disinfecting

- All high traffic areas (restrooms, entrance doors and handles, arena doors, hand rails, etc.) sanitized at least once per hour; guest contact areas in each sanitized after each use
- All employees to be provided personal size hand sanitizer and wipes to keep on them during their shifts.
- Employees to continue to sanitize all horse stalls, wash stalls, cattle ties and barn aisles between events and increase to hourly for wash stalls, water handles and main aisles.
- Restroom and barn overhead and guest doors to remain open, wherever possible, to minimize contact and increase air circulation.
- Forced-air ventilation and air returns in all barns in use to be maintained at all times at maximum capacity.

Physical Distancing Protocol

- One employee or guest per golf car unless immediate family members.
- Use contactless delivery of shavings with forklifts whenever possible.
- Maximum of 1 employee in a shavings or RV office and door will remain closed and locked.
- Provide touchless credit card terminal for payment; where not available, contact should be minimized.

Shavings and RV Sales

Employee PPE & Hygiene

- Sanitize hands after each guest interaction and payment transaction.

Delivery

- Use contactless delivery with forklifts whenever possible.
- Sanitize handles, knobs, cage locks, cages and stock room surfaces at least once per hour.

Physical Distancing Protocol

- Limit of one guest at a time at the window.
- Maximum of 1 employee in a shavings or RV office and door to remain closed and locked.

FOOD & BEVERAGE GUIDELINES

Catering, Banquets and Concessions

Employee PPE & Hygiene

- Associates who are guest facing or who come in direct contact with guests will be encouraged 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

- 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

SERVICE PARTNER GUIDELINES

Ushers and Security Operations

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

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

Electrical and Data/Internet Service Providers

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

Employees and customers are encouraged to self-screen before entering the facility for any signs of COVID-19 symptoms.

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).

Symptomatic Guest Protocol

- When asked, WRMC staff will work with event organizers to implement a symptomatic guest protocol for guests. It is ultimately the event organizer to administer the protocol with support from WRMC staff.
- For guests who become sick while in the venue they will be asked to a temperature screening area. After it is determined that the guest has an elevated temperature over 99.6°, they will be asked to leave the venue and seek medical attention.
- If it is a multi-day event, their name should be kept on the event list as having failed the health screen and not be allowed back into the venue the remainder of the event.
- When possible, tracing guests movements, WRMC staff will determine if any additional cleaning & disinfecting should be done.

Resources

CDC Guidance Documents

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

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/>