

The following are the steps the Northern Kentucky Convention Center is taking to ensure the safety of everyone utilizing the facility.

General Procedures

- Thermal cameras have been installed at specific entrances to assist with temperature monitoring. All staff, contractors and vendors will be screened daily prior to being admitted into the facility. We will offer this service to event planners for guests if they would choose as we have 2 portable units available.
- We have secondary disposable thermometers available for secondary readings if the thermal camera reads a temperature over 100.4 degrees.
- We have a COVID-19 checklist that will be filled out by anyone with a temperature reading over 100.4 degrees. This checklist will be used to notify the Northern Kentucky Health Department if someone is showing the symptoms on the checklist to assist with contact tracing.
- Those without COVID-19 symptoms that still register a temperature of 100.4 or above will not be allowed into the facility.
- While protecting privacy per HIPPA regulations, notification of exposure will be shared with appropriate parties as needed to assist with contact tracing.
- Masks and gloves are available to all staff, vendors and contractors entering the facility. They will be required to wear these when working in an area with other people unless it is prohibited by OSHA.

Event Plans

- We have completed floor plans for social distancing, and they are being shared with those events that have the possibility of hosting an event in the foreseeable future. While we feel we have met all of the requirements the State Fire Marshall will require we are awaiting final approval with new guidelines, specifically with the spacing required for social distancing removing the requirement to secure chairs when there are more than 200 in a room.
- We will utilize technology and videos to assist with site inspections and planning meetings whenever possible. We will be creating a video showing rooms set with the new social distancing protocol for planners to view.
- Sprayers for disinfection of larger spaces have been purchased. We will use this in addition to deep cleaning. This product is food safe and will be utilized in our Kitchen as well.
- The products the Center has used for cleaning previously are appropriate for killing norovirus and rhinovirus which are the standards for killing COVID-19.

- We have expanded cleaning responsibilities from housekeeping to all team members in every company represented in the facility.
- Supplies have been purchased and arrived that will allow each team member to carry cleaning supplies with them.
- All public surfaces, door handles, escalator, elevator, trash cans, etc. will continue to be wiped down hourly.
- Each room set will be thoroughly disinfected when set and prior to removal.
- We have modified room sets to allow for disinfection during breaks.
- New signage is being created for entrances and restrooms as well as floor clings to assist with marking 6ft “please wait here” areas. With the clings we can adjust as needed based on the locations being used.
- We will use rope stanchion and the signage available on the stands to assist with registrations and directions.
- We will limit capacity on escalators and elevators to maintain social distancing protocols.
- Additional Hand Sanitizing stations have been located at each meeting room, in addition to elevators and escalators. Several of these are portable and can be moved to client-based locations as needed.
- Staff, vendors, and contractors will be required to wash hands frequently. We will be placing signs in each restroom encouraging the public to wash their hands for the required 20 seconds.

Food and Beverage – Centerplate/Sodexo

EMPLOYEE ARRIVAL PROCEDURE (Full Time, Part-Time, Temporary Workers and Vendors)

- Enter through Security and receive masks and thermal temperature check
- Wash hands prior to shift check-in.
- Masterpiece Creations will have Secondary Reading Thermal Thermometers
- COVID 19 Checklist filled by every employee and manager, tracked daily.
- Shift meetings by department to go over guidelines and procedures which includes daily Sodexo Training, Safety, Posters, Literature, Daily updates, and continual education.
- Set-up Sodexo 6ft kitchen space area for social distancing guidelines.
- Service Staff and Kitchen Staff personal to be in separate work areas
- Designated Food Runners/Service Staff to pick up food and deliver to pertinent locations.

FOOD SERVICE: CATERING, CONCESSIONS AND THE LOCAL BEAN

- Continual monitoring of Centerplate's/Sodexo worldwide information system on COVID 19
- All items individually packaged
- Disposable Individual Wrapped Utensils for all food items
- Masks and Gloves worn
- Need to purchase Sneeze guards for breaks and concessions
- Sanitizer at front of each serving station
- Use Electrostatic Sprayer before and after each event
- Social Distancing for all areas
- Map out Social distancing Seating for Guest
- Separate employees working by sections
- Areas to be disinfected at the end of each shift
- Proper disposal of PPE's
- Abide by the daily changing State, Federal and Company guidelines
- Utilizing the PP chemicals approved, secured, and authorized by Sodexo
- Following the suggested rules from the Local and State Guidelines for social distancing for Local Bean with signage.
- The Local Bean is highly suggesting the customers place orders ahead of time for pick-up.
- Limiting all cash transactions for concessions and The Local Bean
- Following Centerplate's Sodexo guidelines on continued sanitation and safety guidelines for all workers.
- Managers are up to date on Serv Safe Guidelines

Audio Visual – MAC Productions

- MAC Productions, our Audio-Visual Company, already has a plan in place for disinfection. See below:

Live Event Personnel

- All full time MAC production crew will be screened, and temperatures taken on-site each day
- Wear masks when on show site.

On Site Production Crews will follow the CDC's procedures for prevention and treatment

- Avoid close contact with people, use proper social distancing
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover you cough or sneeze with a tissue, then dispose of tissue.
- Wash hands with soap and water frequently and when hands have been exposed to common objects and equipment.
- Personal greetings involving touching will be discouraged.

General Session and Breakout Rooms

- MAC will make available bottles of hand sanitizers and boxes of tissues at all production areas and common entry and exit areas behind stage.

- Bottles of hand sanitizer and boxes of tissue will be placed below all lecterns.
 - All presentation computers will be wiped regularly with disinfectant wipes.
 - All microphones will be wiped with disinfectant.
 - All top surfaces of presentation lecterns will be wiped with disinfectant.
 - All touch screen computer devices will be wiped regularly with disinfectant wipes.
 - AV techs will be instructed to use hand sanitizer before and after manual operation of production equipment.
 - Production area and backstage areas will be setup to allow the proper social distancing
 - Office space, each MAC employee is responsible to clean and disinfect their office space at the end of each day
- MAC has also created packages for planners to use technology to assist with social distancing within the facility as well as externally.

Administration

- We have updated our Employee Handbook to include directives from the Department of Labor and new facility guidelines regarding temperatures and are creating a COVID-19 reopening handbook for staff and Event Planners with all steps being implemented. This will be reviewed prior to returning to the facility.
- In addition to the handbook we will have a video for future onboarding of team members.
- Administrative Office areas are set up to maintain social distancing.
- Office personnel will wear a mask when they are in hallways and shared spaces, for example the copier. Disinfectant will be at any shared resources for wipe down after use.
- While at their workstation they will not be required to wear the mask as they are separated and have barriers.
- Shared lunch locations for staff are closed.
- We will rotate office personnel to limit the number of people in the office on any given day.
- Remote working will be encouraged for those who are able to do so.
- In person staff meetings will be handled via media call.
- All shared items on each floor in the back of the house will be disinfected after each use with the products provided.

We feel the steps listed above follow the recommendations from the Governor's "Healthy at Work" plan, our local health department, and the CDC. We are permanently implementing the cleaning steps as part of our standard process.