



OPEN FOR BUSINESS

Wilmington Convention Center Opening Safety Guidelines



INTRODUCTION

The purpose of this plan is to demonstrate the steps that are being taken to open the Wilmington Convention Center for all events as a result of Covid-19.

This is a fluid and evolving document that will continue to be updated as new restrictions and requirements come out. Last edited: **July 20, 2020.**

To achieve the goal of a smooth and safe reopening, this plan is divided into five parts:

ENVIRONMENTAL HYGIENE 3

Cleaning the facility to the highest standards

FOOD AND BEVERAGE SERVICE 16

Providing safe and enjoyable experiences

CUSTOMER JOURNEY 21

Understanding the anatomy of our events to create physical distancing and new capacities

OUR WORKFORCE 33

Ensuring that you and your guests are provided a safe and healthy environment in which to have a successful event

TECHNOLOGY & EQUIPMENT 35

Exploring the new role for technology and equipment

ENVIRONMENTAL HYGIENE

VENUESHEILD™

The Wilmington Convention Center is managed by ASM Global.

- ASM Global established venue cleaning protocols called VenueShield™, which is available to convention centers, stadiums, arenas, theaters, and other special event spaces worldwide.
- ASM Global has also established cleaning protocols which are in use at the Wilmington Convention Center.
- The VenueShield Environmental Hygiene Program works with over 400 products that include the recommended requirements for disinfecting various surfaces containing:
 - Quaternary Ammonia – commercially available from Diversey as Virex II 256 or equivalent.
 - Accelerated Hydrogen Peroxides – commercially available from Diversey as Oxivir or equivalent.
 - Alcohol-Based – disinfectants must be at least 60% alcohol containing. Ethanol or isopropanol are acceptable.
 - Chlorine-Based – to include bleach solutions



ENVIRONMENTAL HYGIENE

Nothing is more important than to demonstrate a clean and safe facility in which to do business. In order to achieve that trust, the following programs are in place:

- Deep Clean so we are prepared to host events
- Keep it Clean by adopting new protocols with enhanced frequency of cleaning using the latest chemicals to kill viruses



CLEAN
HIGH-TOUCH



PROVIDE



INSTILL



STAFFING AND
EMPLOYEE



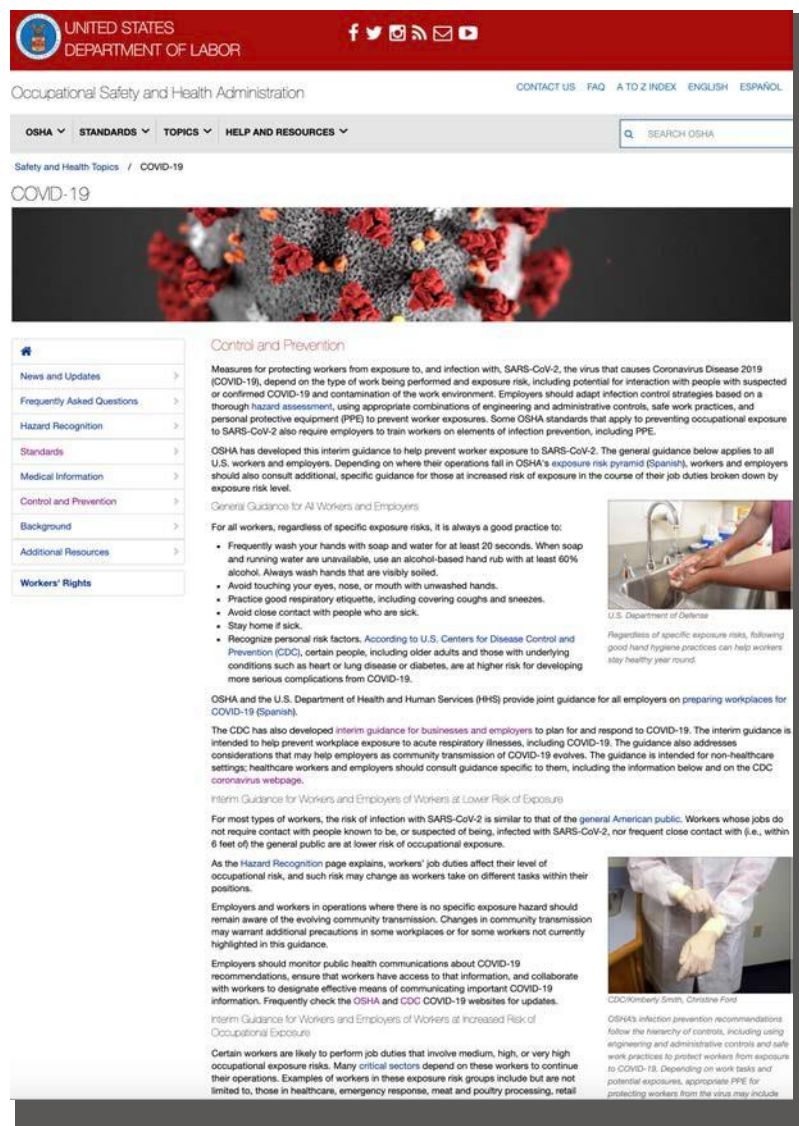
INDOOR AIR QUALITY
& MECHANICAL
SYSTEMS



DEEP CLEAN PROGRAM

Back To Business Deep Cleaning Highlights

- The WCC staff conducts daily cleanings of all high touch surfaces throughout the facility. Cleaning and sanitizing occurs in all public spaces with an emphasis on frequently touched surfaces including countertops, elevators, elevator buttons, door handles, public bathrooms, ATMs, dining surfaces, and all seating areas and tables.
- Cleaning restrooms frequently.
- Health and hygiene reminders are placed throughout the property. Digital signage is also being used for messaging and communication.
- Housekeeping is trained in the latest disinfection techniques.
- Installation of additional hand sanitizer dispensers, touchless whenever possible, are placed at key guest and employee entrances and contact areas such as stairs, elevators, and concourses. The WCC also has several portable Purell hand sanitizer stations that can be moved throughout our facility to service high traffic areas.
- All OSHA standards for cleaning and employee protection are met.



KEEP IT CLEAN

- Maintaining a clean environment for returning employees and occupants by using disinfectant cleaners regularly.
- Updated procedures and staff training to address the cleaning challenges and expectations of today's COVID-19 era. Enhancements include products with shorter dwell times, increased cleaning frequencies, and upgraded cleaning validation and quality control techniques.



Centers for Disease Control and Prevention
CDC 24/7: Saving Lives, Protecting People™

GUIDANCE FOR CLEANING & DISINFECTING

**PUBLIC SPACES, WORKPLACES, BUSINESSES,
SCHOOLS, AND HOMES**



SCAN HERE
FOR MORE
INFORMATION

1 DEVELOP YOUR PLAN

DETERMINE WHAT NEEDS TO BE CLEANED. Areas unoccupied for 7 or more days need only routine cleaning. Maintain existing cleaning practices for outdoor areas.

DETERMINE HOW AREAS WILL BE DISINFECTED. Consider the type of surface and how often the surface is touched. Prioritize disinfecting frequently touched surfaces.

CONSIDER THE RESOURCES AND EQUIPMENT NEEDED. Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants.

2 IMPLEMENT

CLEAN VISIBLY DIRTY SURFACES WITH SOAP AND WATER prior to disinfection.

USE THE APPROPRIATE CLEANING OR DISINFECTANT PRODUCT. Use an EPA-approved disinfectant against COVID-19, and read the label to make sure it meets your needs.

ALWAYS FOLLOW THE DIRECTIONS ON THE LABEL. The label will include safety information and application instructions. Keep disinfectants out of the reach of children.

3 MAINTAIN AND REVISE

CONTINUE ROUTINE CLEANING AND DISINFECTION. Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces should be cleaned with soap and water prior to disinfection. Routinely disinfect frequently touched surfaces at least daily.

MAINTAIN SAFE PRACTICES such as frequent handwashing, using cloth face coverings, and staying home if you are sick.

CONTINUE PRACTICES THAT REDUCE THE POTENTIAL FOR EXPOSURE. Maintain social distancing, staying six feet away from others. Reduce sharing of common spaces and frequently touched objects.

SURFACES

- Two-step process that first removes dirt and bioburden using Spartan Clean by , 3M™ Neutral Quat Disinfectant Cleaner Concentrate 23A and 3M™ HB Quat Disinfectant Cleaner Concentrate 25A.
- We then apply EPA-approved N list disinfecting products including with Quat Tuberculocidal Husky 814 spray disinfectant cleaner (EPA REG. NO. 1839-83-8155) or Sanitizer/Viricidal Husky 803 disinfectant (EPA REG. NO. 6836-70-8155) delivered through Victory's Electrostatic Sprayers.



HIGH-TOUCH AREAS

- High touch surfaces are sanitized frequently throughout the day using Spartan Hard Surface Disinfecting Wipes (EPA REG. NO. 1839-190-5741), Clorox Hydrogen Peroxide Cleaner Disinfecting Wipes (EPA REG. NO. 67619-25), or Clorox Disinfecting Wipes (EPA REG. NO. 5813-79).



FREQUENCY

- Increased frequency of cleaning activity is a visual cue to generate and maintain guest trust.



HAND HYGIENE

- There are 31 restroom sinks that are equipped with antibacterial soap.
- Hand sanitizers help eliminate illness-causing germs on hands.



KEEP IT CLEAN

EPA-Approved Cleaning Products



Spartan® Disinfecting Wipes

Spartan Hard Surface Disinfecting Wipes are formulated to disinfect hard, non-porous, inanimate environmental surfaces. Convenient, and ready to use, Spartan's Hard Surface Disinfecting Wipes can be utilized in any environment where bacteria and norovirus disease spread. Kills 99.9% in just 15 seconds.



Clorox Hydrogen Peroxide Cleaner Disinfecting Wipes

Clorox Hydrogen Peroxide Wipes are ideal for daily use in high-turnover areas. Fast kill times on over 38 pathogens, including 13 antibiotic-resistant ones.



Clorox Disinfecting Wipes

Clorox Disinfecting Wipes are triple-layered to clean, disinfect, deodorize. Kills 99.9% of viruses and bacteria.



Victory Electrostatic Sprayer

Victory Sprayers' patented technology provides an electrical charge to solutions, allowing them to wrap conductive surfaces with an effective and even coverage. Double-charged particles envelope all conductive surfaces – shadowed, vertical and underneath.



Quat Tuberculocidal Husky 814 Spray Disinfectant Cleaner

A ready-to-use, quaternary ammonium disinfectant spray cleaner that is ideal for healthcare facilities due to its extensive list of disinfectant claims including Tuberculosis and Norovirus. Inhibits growth of mold and mildew and controls related odors. EPA-registered as a Broad Spectrum Disinfectant cleaning product.



Sanitizer/Viricidal Husky 803 Disinfectant

A dye-free, fragrance-free, quaternary ammonium disinfectant and sanitizer that effectively cleans and sanitizes food and non-food contact surfaces, as well as food processing equipment, utensils, dishes, silverware. Acceptable for use in federally inspected meat and poultry plants. Commonly used with dispensing equipment in food service applications.

KEEP IT CLEAN

FREQUENCY

Increased frequency of cleaning activity is a visual cue to generate and maintain guest trust. The VenueShield Environmental Hygiene Program includes over 40 individual convention center SOP's for cleaning and frequency. One example of the public restroom SOP as shown below.



Cleaning and Disinfection Standard Operating Procedure

[TOC](#)

SOP #	05.02.08.01	DATE	6/01/2020
Space Type	Restrooms		
General Requirements	Restrooms must be continuously monitored for usage and disinfected frequently during hours of operation. Observed evidence of bodily fluids outside of toilets and urinals must be disinfected immediately.		
PPE	Wear personal protective equipment, including face masks and gloves when performing cleaning and disinfecting tasks as described in SOP 05.00.06.06.		
Disinfectant	<p>The following disinfectants are listed in order of preference for most surfaces. Follow label directions for virucidal activity to determine dilution, application, and dwell time:</p> <ol style="list-style-type: none"> 1. Accelerated Hydrogen Peroxide (AHP) based product. 2. Quaternary ammonium (Quat) based product. 3. Alcohol-based product with a minimum concentration of 70%. 4. Chlorine (bleach) - based product. 5. Acid-based cleaning product (i.e., HCl or lactic acid). <p>NOTE: For Food Contact Surfaces, Porous Surfaces and Special Precautions Refer to SOP 05.00.07.06. Following cleaning procedures described in SOP 05.00.08.06.</p>		

Components Materials	Procedures and Considerations	Frequency
Sinks	Sinks should be modified to be touchless when possible. The frequency of cleaning should correlate to the density of users.	Once every hour
Porcelain	<ul style="list-style-type: none"> • Clean visible debris • Wet wipe or spray; verify surfaces are adequately wetted • Air dry 	Once every hour
Urinals and Toilets	Flushing devices should be modified to touchless when possible. The frequency of cleaning should correlate to the density of users.	Once every hour
Porcelain	<ul style="list-style-type: none"> • Clean visible debris • Wet wipe or spray; verify surfaces are adequately wetted • Air dry <p>Wipe excess material from grout and seals. Inspect porcelain fixtures for cracks and damage. Replace fixtures if unable to seal or repair damage.</p>	Once every hour
Waste Bins	<p>Use plastic liners in all waste bins.</p> <ul style="list-style-type: none"> • Empty the waste bin • Disinfect all surfaces of the waste bin • Air dry • Replace plastic liners in waste receptacles and waste baskets 	Once every 2 hours
Plastic and Rubber	Remove dirt and debris from surfaces. Select a disinfectant that will not dissolve the plastic or rubber. Replace or repair plastic and rubber that is damaged, gouged, and/or pitted.	Once every 2 hours
Door	Door should be modified to touchless entry when possible. If touchless entry is not provided, prop doors open if permitted to by fire code and security procedures to minimize the number of individuals touching handles and surfaces. Frequency of disinfection should be increased if the door is heavily used, such as the primary entrance to a building or area.	Once every 2 hours

ENVIRONMENTAL HYGIENE

Components Materials	Procedures and Considerations	Frequency
Metal - Sealed	<ul style="list-style-type: none"> Mist the area with the disinfection solution. Sequentially wash the surface with detergent disinfecting solution. Wash (swab or wet wipe) any newly exposed surfaces with disinfecting solution. Air dry 	Once every hour
Wood	<p>Wood includes hardwoods, softwoods, and compressed woods. Compressed woods include woods made from: Chips (e.g. Oriented Strand Board, Oaktag) and sheets (e.g. plywood). Wood products may also be present as laminates or veneers. Laminates have a sealed surface affixed to a compressed wood surface. Veneers are very thin woods glued to other wood surfaces. Sealed wood surfaces may be sealed with stain, varnishes, paints, and other chemicals that make the wood surfaces less porous. Disinfecting of painted wood surfaces is disinfecting of the sealant layer.</p> <p>Disinfecting sequence for sealed wood:</p> <ul style="list-style-type: none"> Clean debris from the surface Wet wipe Air dry Apply polish to prevent the finish from being damaged. <p>Disinfecting sequence for un-sealed wood:</p> <ul style="list-style-type: none"> Clean debris from the surface Wet wipe Allow to dry completely; increase natural ventilation to the area. Do not use fans to facilitate drying. 	Once every 2 hours
Painted	Choose a disinfection solution that does not remove the paint. A disinfecting solution that is too like the original paint solution (prior to curing) will remove the paint during disinfection.	Once every 2 hours
Door Handles	Frequency of cleaning should correlate to the density of users and immediately after high use events, such as when individuals are arriving, departing, or taking breaks.	Once every hour
Metal - Sealed	<ul style="list-style-type: none"> Mist the area with the disinfection solution. Sequentially wash the surface with detergent disinfecting solution. Wash (swab or wet wipe) any newly exposed surfaces with disinfecting solution. Air dry 	Once every hour
Glass	<ul style="list-style-type: none"> Mist the suspect area with the cleaning and disinfection solution. Swab, wipe, and/or squeegee Air dry 	Once every hour
Wood	<p>Wood includes hardwoods, softwoods, and compressed woods. Compressed woods include woods made from: Chips (e.g. Oriented Strand Board, Oaktag) and sheets (e.g. plywood). Wood products may also be present as laminates or veneers. Laminates have a sealed surface affixed to a compressed wood surface. Veneers are very thin woods glued to other wood surfaces. Sealed wood surfaces may be sealed with stain, varnishes, paints, and other chemicals that make the wood surfaces less porous. Disinfecting of painted wood surfaces is disinfecting of the sealant layer.</p> <p>Disinfecting sequence for sealed wood:</p> <ul style="list-style-type: none"> Clean debris from the surface Wet wipe Air dry Apply polish to prevent the finish from being damaged. <p>Disinfecting sequence for un-sealed wood:</p> <ul style="list-style-type: none"> Clean debris from the surface Wet wipe Allow to dry completely; increase natural ventilation to the area. Do not use fans to facilitate drying. 	Once every hour
Soap Dispensers	Soap dispensers must be replaced with touchless models. Soap dispensers should be filled with antimicrobial soap. Disinfect the interior and mechanical parts of the soap dispenser when refilling the unit.	Once every hour

ENVIRONMENTAL HYGIENE

Components Materials	Procedures and Considerations	Frequency
Metal - Sealed	<ul style="list-style-type: none"> Mist the area with the disinfection solution. Sequentially wash the surface with detergent disinfecting solution. Wash (swab or wet wipe) any newly exposed surfaces with disinfecting solution. Air dry 	Once every hour
Plastic and Rubber	Remove dirt and debris from surfaces. Select a disinfectant that will not dissolve the plastic or rubber. Replace or repair plastic and rubber that is damaged, gouged, and/or pitted.	Once every hour
Water Fountain	Monitor quality of all drinking water sources. Provide touchless operation when possible. Limit the number of units in operation to verify a frequent cleaning schedule can be maintained. Encourage the use of bottled water from single use containers when possible.	Once every hour
Metal - Sealed	<ul style="list-style-type: none"> Mist the area with the disinfection solution. Sequentially wash the surface with detergent disinfecting solution. Wash (swab or wet wipe) any newly exposed surfaces with disinfecting solution. Air dry 	Once every hour
Paper Towel Dispense	Paper towel dispensers must be replaced with touchless models. Dispensers that use a reusable cloth roll must be removed from service immediately. Disinfect the interior and mechanical parts of the paper towel dispenser when refilling the unit.	Once every hour
Plastic and Rubber	Remove dirt and debris from surfaces. Select a disinfectant that will not dissolve the plastic or rubber. Replace or repair plastic and rubber that is damaged, gouged, and/or pitted.	Once every hour
Counters	Remove objects and clean visible debris from the surface before starting the disinfection progress.	Once every hour
Vinyl Laminate	Disinfecting sequence for vinyl laminate: <ul style="list-style-type: none"> Clean debris from the surface Wet wipe; ammonia-based detergents and disinfectants can degrade the surface and create harborage for dirt and potentially infectious materials; Don't oversaturate the surface if the surface is damaged: use enough liquid to make the surface adequately wet, but don't flood the area. Wipe away remaining water and solution if permitted by the manufacturer's instructions for use. Allow to air dry completely. 	Once every hour
Marble	Marble is a naturally porous mineral and require frequent care to verify it does not become etched or damaged in a manner that will harbor dirt and potentially infectious materials. <ul style="list-style-type: none"> Clean debris from surface Wet wipe with a soft cloth or mop surfaces; avoid corrosive based cleaners Allow to air dry 	Once every hour
Hand Sanitizer Stations	Replace with touchless dispensers. Disinfect the interior and mechanical parts when refilling the unit. Do not use shared manually operated push pump dispensers.	Once every hour
Plastic and Rubber	Remove dirt and debris from surfaces. Select a disinfectant that will not dissolve the plastic or rubber. Replace or repair plastic and rubber that is damaged, gouged, and/or pitted.	Once every hour
Floors	Identify surface material. Remove and clean visible debris from the surface before starting disinfection progress.	Once every 4 hours
Concrete Painted	Painted concrete surfaces are addressed as painted surfaces, except that painted concrete is a special circumstance because of the porosity and small cavities present on the concrete surfaces. Painted concrete surfaces often have cracks, fissures, and small circular cavities. These defects should be repaired or sealed to verify they are not harboring dirt and potentially infectious materials. These areas can be very difficult to disinfect and should be specifically monitored for dirt and debris build up until they are repaired. Clear the sealed concrete by: <ul style="list-style-type: none"> Wet wiping with detergent solution, then decontamination solution, or Low pressure misting device of detergent solution, then decontamination solution; Allow to air dry completely.	Once every 4 hours

ENVIRONMENTAL HYGIENE

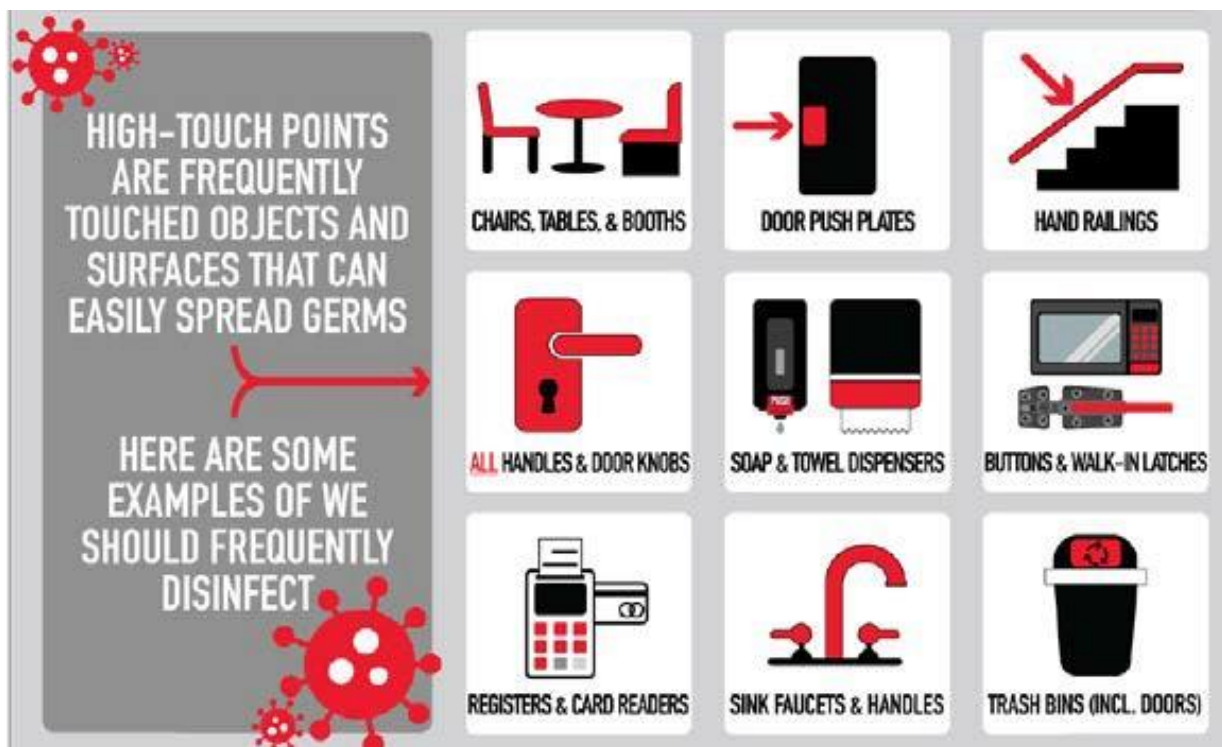
Components Materials	Procedures and Considerations	Frequency
Vinyl Laminate	<p>Disinfecting sequence for vinyl laminate:</p> <ul style="list-style-type: none"> • Clean debris from the surface • Wet wipe; ammonia-based detergents and disinfectants can degrade the surface and create harborage for dirt and potentially infectious materials; Don't oversaturate the surface if the surface is damaged: use enough liquid to make the surface adequately wet, but don't flood the area. • Wipe away remaining water and solution if permitted by the manufacturer's instructions for use. • Allow to air dry completely. 	Once every 4 hours
Ceramic Tile, Vinyl, Linoleum	<p>Tiles and floor surfaces are disinfected using hard surface disinfecting solutions.</p> <ul style="list-style-type: none"> • Clean visible debris • Wet wipe or mop surfaces • Air dry 	Once every 4 hours
Walls	Walls that need cleaning and disinfection are walls that can be easily touched. More frequently touched wall will require more frequent disinfection.	Once a day
Concrete Painted	<p>Painted concrete surfaces are addressed as painted surfaces, except that painted concrete is a special circumstance because of the porosity and small cavities present on the concrete surfaces. Painted concrete surfaces often have cracks, fissures, and small circular cavities. These defects should be repaired or sealed to verify they are not harboring dirt and potentially infectious materials. These areas can be very difficult to disinfect and should be specifically monitored for dirt and debris build up until they are repaired.</p> <p>Clear the sealed concrete by:</p> <ul style="list-style-type: none"> • Wet wiping with detergent solution, then decontamination solution, or • Low pressure misting device of detergent solution, then decontamination solution; <p>Allow to air dry completely.</p>	Once a day
Vinyl Laminate	<p>Disinfecting sequence for vinyl laminate:</p> <ul style="list-style-type: none"> • Clean debris from the surface • Wet wipe; ammonia-based detergents and disinfectants can degrade the surface and create harborage for dirt and potentially infectious materials; Don't oversaturate the surface if the surface is damaged: use enough liquid to make the surface adequately wet, but don't flood the area. • Wipe away remaining water and solution if permitted by the manufacturer's instructions for use. • Allow to air dry completely. 	Once a day
Ceramic Tile, Vinyl, Linoleum	<p>Tiles and floor surfaces are disinfected using hard surface disinfecting solutions.</p> <ul style="list-style-type: none"> • Clean visible debris • Wet wipe or mop surfaces • Air dry 	Once a day
Handrails	Verify the entire surface of the handrail is being cleaned and disinfected. This includes the underside where fingertips rest while the handrail is being grasped.	After use
Metal - Sealed	<ul style="list-style-type: none"> • Mist the area with the disinfection solution. • Sequentially wash the surface with detergent disinfecting solution. • Wash (swab or wet wipe) any newly exposed surfaces with disinfecting solution. • Air dry 	After use

WCC TEAM TRAINING & SAFETY



WCC is committed to creating a safe and clean environment for our team members and guests by deploying enhanced staff training programs.

- INFECTION PREVENTION
 - New Products
 - High Touch Surface Schedules
 - Cleaning vs. Sanitation
- SAFETY TRAINING AND VISUAL AIDS
 - Respiratory Hygiene
 - Physical Distancing
 - PPE

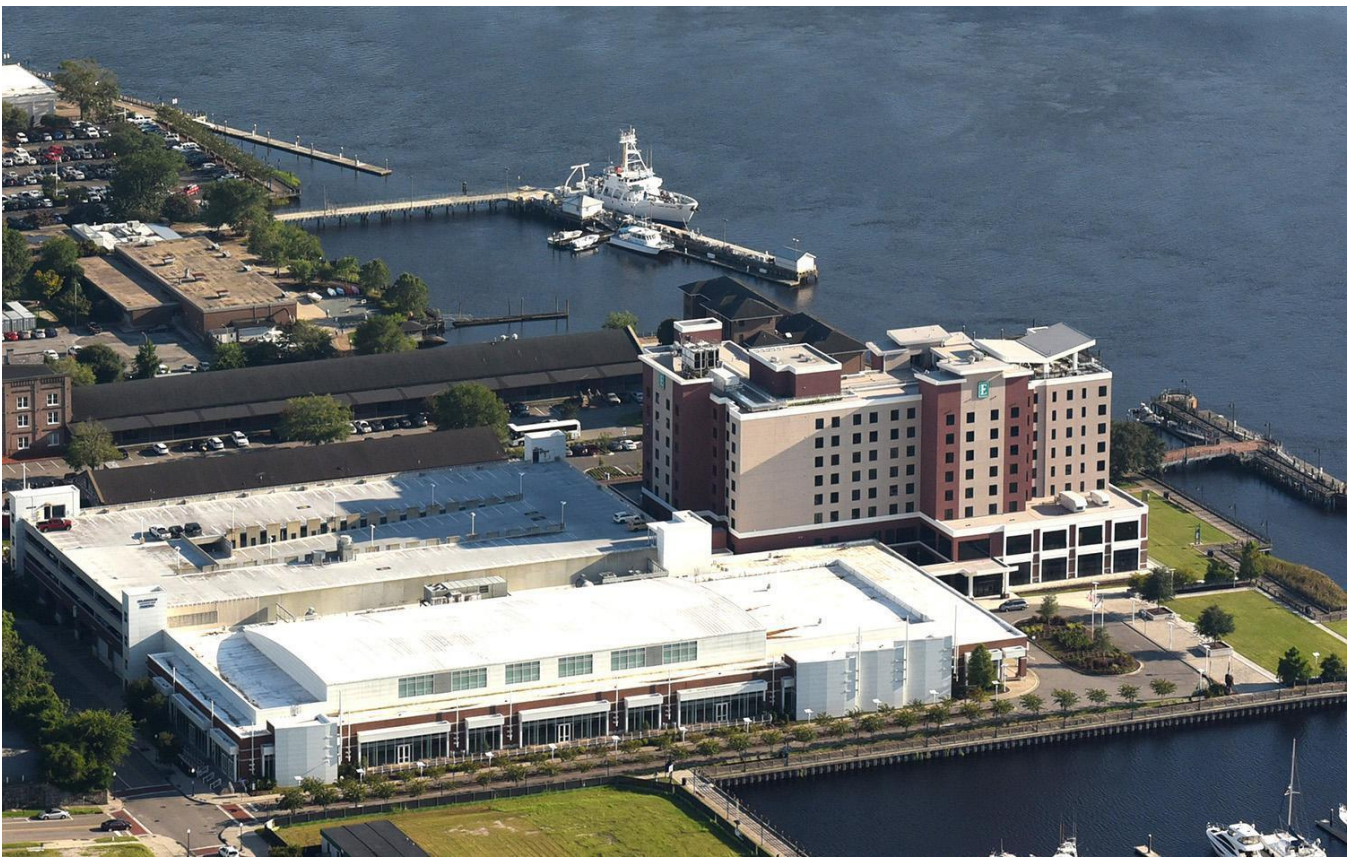


BUILDING SYSTEMS AND HVAC



Air quality improvements include:

- Increasing fresh air intake/air change rates during occupied event hours.
- Ongoing process of replacing HVAC filters with high efficiency filters regularly.
- Pre-return inspection of all Life Safety Systems.



SAVOR...Wilmington

**Food and Beverage Service at the
Wilmington Convention Center is provided by
SAVOR...Wilmington, a division of ASM Global**

The following actions are being taken to provide catering and concession services in a manner designed to minimize the risk to our team members and guests. Savor...Wilmington follows all mandated CDC, federal, state, and local requirements and/or recommendations.

SERVSAFE MANAGER ONSITE

A ServSafe Certified Manager is on site during all events



SERVICE ENHANCEMENTS

- Minimize human contact points
- Eliminate the shared use of serving utensils, condiments, etc.
- Suspend self-serve buffet style service
- Remove loose cutlery and instead provide wrapped cutlery
- Offer individual servings, including plated with lids, boxed meals, or action stations with sneeze guards and attendants
- Sanitizer dispensers are located at all points of Food and Beverage Service

DISINFECTING

- Frequently touched surfaces (door handles, hand sinks, ice machines, hand railings, refrigerator & freezer handles, cart handles) are washed and disinfected every two hours throughout the workday
- Work and food production areas are disinfected frequently with approved food surface disinfectant
- At the end of the last shift for the day, after the food production areas have been cleaned, they are disinfected with an approved food surface disinfectant and allowed to air dry



OPERATIONAL COMMUNICATION

- Practice social distancing while traveling to work
- Daily temperature check for staff
- Change into work clothes, storing outside clothes in locker
- Post stay-at-home posters outside entrances to dining areas and kitchens
- If you think you may be ill, DO NOT GO TO WORK
- Stay at home and seek medical attention!

SIGNS & SYMPTOMS:

- Fever: 100.4°F (38°C) or above
- Cough
- Shortness of breath/difficulty breathing

Self-isolate and seek medical advice if you develop any of the above symptoms.



HAND WASHING

- Wash your hands thoroughly for at least 20 seconds
- Dry with a single use towel
- If you don't have soap and hot water, use at least 60% alcohol
- Utilize hand sanitizer stations



PERSONAL PROTECTIVE EQUIPMENT (PPE)



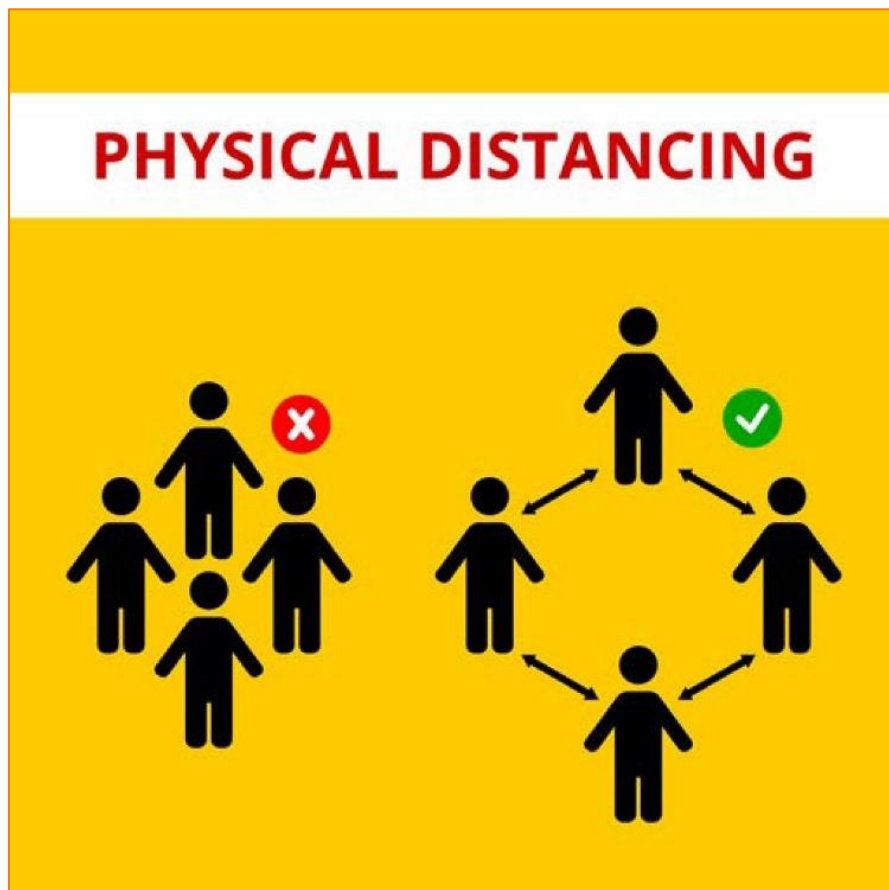
- Proper PPE helps prevent the virus from spreading
- Savor...Wilmington will supply staff with appropriate, government approved PPE once they enter the workplace
- Require staff to put on supplied PPE, including face mask, hair covering, beard net, and gloves following approved procedure
- Provide sanitizer on common areas
- Implement 'Touchless' product delivery and provide disposable gloves to incoming deliveries

PHYSICAL DISTANCING FOR WORKSPACES

- Stay 6 feet (2 Meters) apart
- Prevent employees from grouping together
- Stagger breaks and meal periods
- Mark guidance spots on the floor to show proper physical distancing

PHYSICAL DISTANCING FOR SERVICE AREAS

- Limit number of guests in a room according to facility policy
- Physical distancing on seating and waiting lines / egress & ingress to event spaces, mark on floor where practical
- Hand sanitizers or sanitizer touch pads at entrance and around service areas



CUSTOMER JOURNEY

- The heart of the Wilmington Convention Center's reopening plan is focused on the customers who use the facility everyday.
- Outlined below is the journey all customers and attendees will take to use our facilities. It begins at the arrival to the center and follows major assets a convention center provides: exhibition halls and meeting rooms.
- Recognizing the need to reinforce physical distancing and proper safety protocols this plan outlines a series of recommendations for the use of these spaces.
- Provided in this plan are examples of reduced capacities in meeting spaces with examples showing meeting room drawings for various functions.
- As food is an integral part of any convention or tradeshow experience, we describe how catering and concessions will operate.



ARRIVAL & DEPARTURE

ELEVATORS/STAIRS

- The Wilmington Convention Center has installed floor graphics in all elevators to promote social distancing. The recommended capacity for our elevators is **two people.**
- Hand sanitizer units are positioned in the WCC elevator lobby, for clients and attendees to use immediately upon entrance or exit from the elevators.
- Signage is posted around the elevators, encouraging the use of stairs as another social distancing alternative.

1.0
Arrival & Departure

2.0
Public Circulation

3.0
Meeting Room & Ballroom

4.0
Exhibit Halls

5.0
Concession & Catering

Social Distancing Tips: Elevator Etiquette



- AVOID OVERCROWDING
- LIMIT THE NUMBER OF OCCUPANTS IN THE ELEVATOR TO (2) PEOPLE



- WEAR A FACE MASK WHEN IN THE ELEVATOR
- STAND NEAR THE 2 DIAGONAL CORNERS OF THE ELEVATOR AND AWAY FROM OTHER OCCUPANTS



- AVOID TOUCHING YOUR FACE AFTER PUSHING THE BUTTONS



- SANITIZE YOUR HANDS AT A DISPENSER LOCATED THROUGHOUT THE WILMINGTON CONVENTION CENTER

THANK YOU FOR YOUR PARTICIPATION IN HELPING OUR COMMUNITY COMBAT THE SPREAD OF COVID-19.



ARRIVAL & DEPARTURE

ATTENDEE ARRIVAL

- Floor graphics indicating safe social distancing.
- Convention Center doors propped open at peak times to limit the need to touch door handles,
- Recommended staggering of opening times for sessions and exhibit halls to allow attendees to arrive in smaller groups while maintaining proper physical distance.

REGISTRATION AREAS

- Recommend non-interface/touchless registration.
- Encourage print-at-home or scan with phone/digital while staggering in person registration times.
- Add plexiglass shields to all counters, on front and sides, to guard human interaction, especially at registration, information counters, managers stations, etc.
- Space tables so there is 6' between them. No more than one person per table.

BADGES

- Mailing badges, name tags and flow prior to show start.
- Recommend pre-printed badges and no badge collection.

SPACING

- Provide footprint floor applications 6 feet and increase queue line length with markings for spacing.

1.0
Arrival & Departure

2.0
Public Circulation

3.0
Meeting Room & Ballroom

4.0
Exhibit Halls

5.0
Concession & Catering

PUBLIC CIRCULATION

COMMON AREAS & CONCOURSES

- Adhere to density and attendance protocols
- Aisles should be directional and use arrows and wayfinding with physical distancing reminders
- Encourage color-coded badges to scheduled times that attendees can only visit certain parts of the hall to distribute crowds. For example:
 - 8am to 10am (Aisles 100-500 - Blue badges; Aisles 600-1000 – Red badge; Aisles 1100-1500- Green badges)
 - 10am to noon (Aisles 100-500 - Green badges; Aisle 600-1000 – Blue badges; Aisles 1100-1500 - Red badges)

1.0
Arrival & Departure

2.0
Public Circulation

3.0
Meeting Room & Ballroom

4.0
Exhibit Halls

5.0
Concession & Catering

PUBLIC RESTROOMS

- Non-essential restrooms will be closed during move-in and out days to maintain and focus on the highest foot traffic restrooms
- Provide toucheless bathroom appliances (toilets, soap, paper towels)
- Provide touchless entry and exit options

ADA ACCOMMODATIONS

- Continue to maintain access in all ingress and egress plans into and around the facility
- Reduced capacity in room sets will still offer enough accessible seating

MEETING ROOMS & BALLROOMS

CAPACITY

- Reduce capacity per room to adhere to distancing guidelines
- Reconfigure our typical setups to new parameters around meeting space that allows for interactions with social distancing

LAYOUTS

- Space furniture according to distancing guidelines
- Meeting room chairs will need to be set at 6' distance
- Theater layouts designed with 6' spacing

PATRON FLOW

- Hand sanitizers at strategic locations
- Create entrance doors and exit doors into each room where possible
- Recommend staggering start/end times in meeting rooms
- Provide ample time between sessions to allow for cleaning rooms (more than standard 15 minutes)

1.0
Arrival & Departure

2.0
Public Circulation

3.0
Meeting Room
& Ballroom

4.0
Exhibit Halls

5.0
Concession
& Catering

MEETING ROOMS & BALLROOMS

THEATER LAYOUT SAMPLE

STANDARD MEETING ROOM SETUP

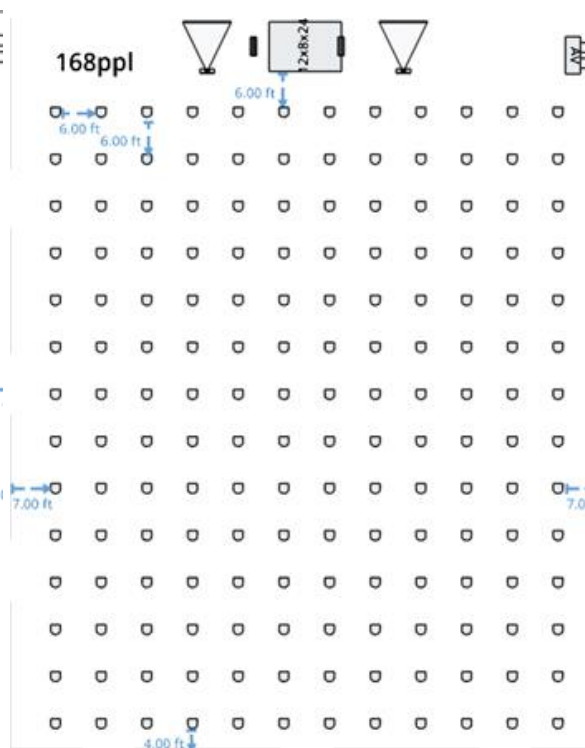
- Minimum 4' aisles between rows and around the perimeter
- Up to 20 chairs attached together

SOCIAL DISTANCED MEETING ROOM SETUP

- Minimum 6' aisles between rows and around the perimeter
- No chairs attached together



SAMPLE NORMAL



SAMPLE PHYSICAL DISTANCED
CAPACITY (168)

1.0
Arrival & Departure

2.0
Public Circulation

3.0
Meeting Room
& Ballroom

4.0
Exhibit Halls

5.0
Concession
& Catering

MEETING ROOMS & BALLROOMS

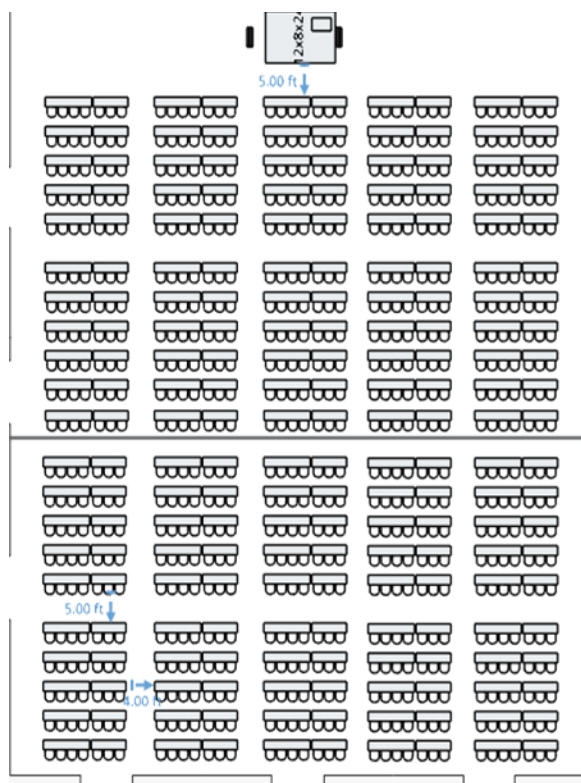
CLASSROOM LAYOUT SAMPLE

STANDARD MEETING ROOM SETUP

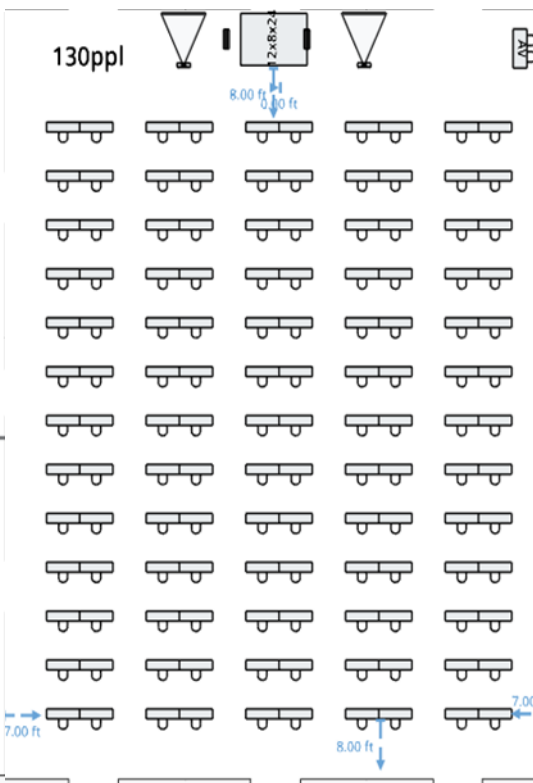
- Minimum 4' aisles between rows and around the perimeter
- 4 per table, with maximum of 4 tables set together

SOCIAL DISTANCED MEETING ROOM SETUP

- Minimum 6' aisles between rows and around the perimeter
- 1 per table, with a maximum of 2 tables set together



SAMPLE NORMAL



SAMPLE PHYSICAL
DISTANCED
CAPACITY (130)

1.0
Arrival & Departure

2.0
Public Circulation

3.0
Meeting Room
& Ballroom

4.0
Exhibit Halls

5.0
Concession
& Catering

MEETING ROOMS & BALLROOMS

BANQUET LAYOUT SAMPLE

STANDARD MEETING ROOM SETUP

- Minimum 5' aisles between rows and around the perimeter
- 10 chairs set per round

SOCIAL DISTANCED MEETING ROOM SETUP

- Minimum 6' aisles between rows and around the perimeter
- 4 chairs set per round
- 8' spacing between rounds

1.0

Arrival & Departure

2.0

Public Circulation

3.0

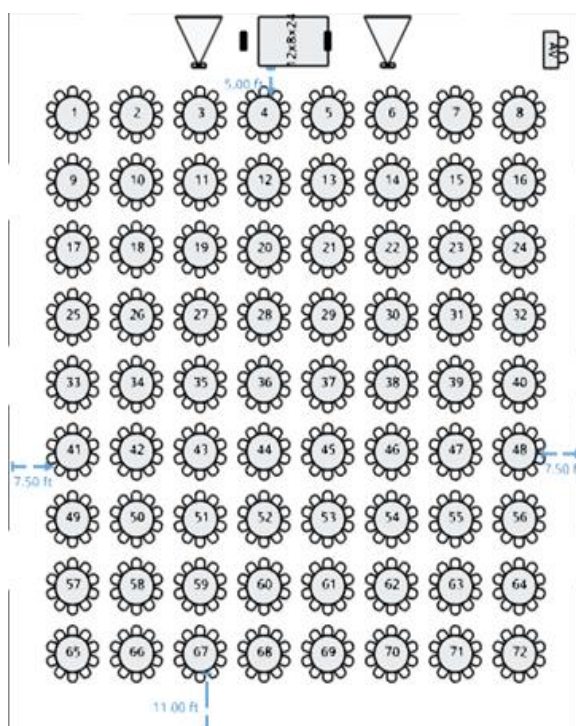
Meeting Room & Ballroom

4.0

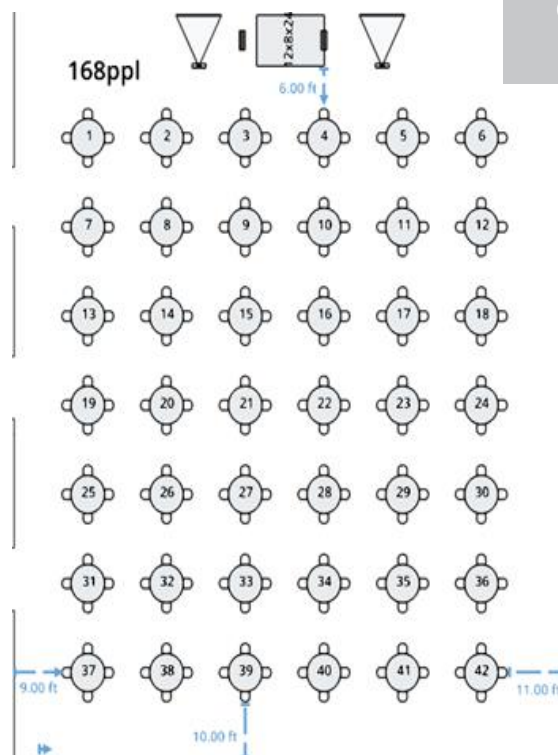
Exhibit Halls

5.0

Concession & Catering



SAMPLE NORMAL



SAMPLE PHYSICAL DISTANCED
CAPACITY (168)

EXHIBIT HALLS

Recommendations for Show Managers and their contractors

CAPACITY

- Limiting attendee flow per hour or per 4-hour segment would allow scheduled visiting times to the show floor.
- Segment the show days to 3 segments per day (ie: Attendee segment one: 7am-11am).
- Manage amount of attendees and exhibitors in exhibit hall/ specific areas with counting and controlled entrance area.
- Congestion signage to indicate when an aisle or area is too crowded.
- Staggered entrance times and entrance locations based on company and show zoning.
- Encourage appointments with exhibitors to manage timing and flow more effectively.

LAYOUTS

- For smaller booths - make sure that there is a 1' "buffer zone" in the front of the booth for attendees to step out of the aisle to reduce congestion.
- Place dividers in middle of 20', 15' or 12' aisles to manage traffic flow and attendee intermingling.
- Wider Aisles – 10' Minimum; Wider Cross-Aisles.
- Buffer spaces in between booths.

1.0
Arrival & Departure

2.0
Public Circulation

3.0
Meeting Room & Ballroom

4.0
Exhibit Halls

5.0
Concession & Catering

EXHIBIT HALLS

PATRON FLOW

- A queue line to enter exhibit hall with pre-defined or controlled path
- Entrance units to include graphics on COVID-19 safety standards with possible speaking reel to remind attendees of regulations
- One Direction/One-Way aisles for Entry and Exit - only have exhibitors on one side of aisle to limit congestion

CONTRACTORS

- Labor Check in stations with 6' queue separations and floor markings
- PPE (gloves, masks, sanitizers readily available) protocols
- Implement health/security ambassadors on all shows
- Tailgate talk information each morning about distancing when working in booths and working with exhibitors
- Safety: Instruction on proper use of masks
- Space out labor sign-in locations to assure it is distanced

1.0
Arrival & Departure

2.0
Public Circulation

3.0
Meeting Room
& Ballroom

4.0
Exhibit Halls

5.0
Concession
& Catering

EXHIBIT HALLS

MATERIAL HANDLING

- Wipe down of equipment prior to use.
- Equipment assigned and not shared throughout a shift (i.e. forklift).
- Industrial spray down of all furniture with tags indicating when it was last sanitized with the date and hour.
- Spray down of all carpets when installed.
- Move-in will require heavy targeting with exhibitors completing set and leaving to allow others to enter.
- All drivers must stay in their vehicles at delivery.

EXHIBIT BOOTH RECOMMENDATIONS

- Guidelines for interactions (no hand shaking).
- Individually packaged giveaways or booth snacks.
- Appointments or blocks of time assigned by attendee.
- No performances or live demos that gather crowds.
- Limit booth staff to adhere to social distancing.
- Rental hand sanitizer units for exhibitors to place next to any hands-on contact location.
- Provide simple peel and stick 24" floor lines for exhibitors to apply in their booth space in front of counters or demo locations.
- Provide hand sanitizer units to place next to any hands-on contact location.

1.0
Arrival & Departure

2.0
Public Circulation

3.0
Meeting Room & Ballroom

4.0
Exhibit Halls

5.0
Concession & Catering

CONCESSIONS & CATERING

CATERING & RETAIL SERVICE AREAS

- Limit number of guests in a room according to building policy
- Physical distancing on seating and waiting lines/ egress & ingress to event spaces, mark on floor where practical
- Hand sanitizers around service areas

NO SELF-SERVICE BUFFET

- Minimize human contact points
- No shared use of utensils, food, beverages, condiments, etc.
- Only individual servings, plated with lids or boxed or action stations with sneeze guards and attendants
- Individual bottled/canned beverages
- No loose cutlery, use banquet cutlery rollups (airline packs)

SEE ALSO, FOOD SERVICE SECTION PAGE 18

1.0

Arrival &
Departure

2.0

Public Circulation

3.0

Meeting Room
& Ballroom

4.0

Exhibit Halls

5.0

Concession
& Catering

OUR WORKFORCE

To ensure that you and your guests are provided a safe and healthy environment in which to have a successful event, our team members provide important safeguards and services. Our management team monitors member activities to ensure that our safety and health protocols are followed appropriately. The following best practices have been adopted utilizing local, state and federal regulations as our guides:

COVID-19 TRAINING

Our team members understand that they have a duty to take reasonable care not only for their own health and safety, but also for the health and safety of others. In order to ensure this, the following training has been adopted:

- COVID-19 safety and sanitation protocols to include a comprehensive program for our members with frequent guest contact such as housekeeping, food and beverage, event operations, and security.
- Proper cleaning and sanitation procedures within each respective work area.
- Signage throughout the facility to remind members of their important responsibilities to combat the spread of COVID-19 virus.
- Frequent communication regarding updated guidelines designed to keep members, clients and guests safe and healthy.

HEALTH CONCERNS AND PRE-SCREENING

- Team members are instructed to stay home if they do not feel well and to contact their manager if they notice a coworker, vendor or guest exhibiting any symptoms of COVID-19.
- Proper personal hygiene is expected, to include the use of hand sanitizers, ample hand washing, appropriate respiratory etiquette and social distancing.

- Health pre-screenings are conducted upon arrival to the facility to include a health check questionnaire and a temperature check.

PERSONAL PROTECTIVE EQUIPMENT

- Protective face coverings are worn by members while performing their job duties in common areas, event spaces and food preparation areas, as well as whenever social distancing requirements cannot be met.
- Gloves are worn by members while performing tasks associated with sanitation, disinfection and food preparation.

SHARED RESOURCES

- The use of other member's phones, desks, offices or equipment is discouraged.
- The cleaning and sanitation frequency of equipment such as vending machines, refrigerators, beverage machines and microwaves are increased.

SPATIAL SEPARATION

- Every team member follows appropriate social distancing while performing their tasks throughout the facility.
- Arrival hours and break times are staggered, and traffic flow patterns are established.
- Onsite team meetings and gatherings are limited. When meetings are scheduled, they are held in areas that accommodate safe distancing. Virtual platforms are utilized whenever possible to minimize the likelihood of exposure.
- Work schedules are developed to include only essential team members who provide necessary event services, while ensuring the level of customer service you and your guests expect

TECHNOLOGY & EQUIPMENT

AUDIOVISUAL EQUIPMENT DISINFECTION RECOMMENDATIONS

- Technician uses approved cleaners and disinfectants to clean all high-touch areas of AVS Coastal equipment including: Mics, Remotes, Slide Advancers, Wireless Mics, Faders, Dimmers, Flipchart Easel & Markers, Radios, Music Devices, Laptops, iPads and podium surface
- Technician plans to meet customers in meeting rooms prior to doors opening, make introductions, test equipment and verify cleaning has been done
- All team members comply with local guidelines and work in coordination with local venue plans pertaining to PPE use and distancing
- Daily High-touch items are regularly cleaned using approved cleaners and disinfectants and are avoiding cross-use where appropriate. These items include: Light controls/switches, doorknobs and drawer/cabinet handles, Hardline phones, house phones, MOD phones and radios, Computers mouse and keyboard, Tools (Truss wrench, measuring devices, pliers, lifts / ladders)

EQUIPMENT SOLUTIONS

As a response to travel restrictions and limits in mass gathering numbers, AVS Coastal is providing various streaming options for hybrid and virtual meetings. Using live streaming capabilities and Zoom we can make sure the message is shared remotely eliminating the need to gather all hands at one central location.

AVS Coastal is a leader in online applications. We possess the newest technology along with the know how to operate in the COVID restricted environment. High functioning Video Switchers, Closed Circuit Cameras, PZM Mics, Digital Cabling and Laptops with separate Video Cards to handle the rigors of online video transfer. We can make your meeting happen.

ATM MACHINES AND CONTACTLESS PAYMENT

ATM machines located throughout the building will be included in the high touchpoint sanitation and cleaning schedule to be cleaned on a regular basis. Additional hand sanitizer dispensers will be made available at each machine.

The Wilmington Convention Center is proud to provide a contactless payment option for online and in person transactions. Through our point of sale devices and online payment platforms, clients and attendees have multiple options for contactless transactions.



Monitor our website for live updates at:
<https://www.wilmingtonconventions.com/>

If you have any questions, comments or concerns regarding the
Wilmington Convention Center Opening Safety Guidelines please call
us at: (910) 251 - 5101.

Follow us on social media:



<https://www.facebook.com/WilmingtonConventionCenter/>



<https://www.instagram.com/wilmingtonconventioncenter/>