



MONROE CONVENTION CENTER

COVID-19

Operational Guidelines

Re-opening Plan

The Monroe Convention Center Covid-19 Reopening Plan follows the Back on Track Indiana Plan beginning in Stage 4 with additional restrictions provided by the Monroe County Health Department.

Stage 4 allows the Center to open on June 14 following the Center for Disease Control, Indiana Department of Health and Monroe County Health Department Guidelines as well as input at the venue level with appropriate input from a variety of resources working with different types of events.

The Plan is designed to address our operating practices and preliminary safety measures as we begin to host more public-facing events. The plan must remain fluid, and it will continue to be updated as guidelines and timelines are adjusted by state and local leadership, as well as any new standards that we anticipate will be introduced as the industry works with this new way of operating.... Talisha Coppock, Executive Director of the Monroe Convention Center.



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1 INTRODUCTION Covid-19 Pandemic

Monroe County Convention Center

Convention Center Management Company

The Convention Center Management Company (CCMC) closed the Monroe Convention Center on March 16, 2020 due to the coronavirus pandemic. The staff has been working remotely while following local, state and federal guidelines with regards to the Indiana Stay at Home Order for non-essential workers. During this time there has been great care in communicating with clients, maintaining the building and conducting the administrative duties of the organization.

The CCMC and DBI offices will have limited staff in the building beginning June 1 with office hours Monday – Friday from 10 AM to 2 PM. The building will be closed to the public during this time with scheduled appointments and maintenance only.

The Monroe Convention Center plans to open for events on June 21 following the Indiana Governor's timeline for tourism businesses to reopen and following the Center for Disease Control as well as Indiana and Monroe County Health Department guidelines and restrictions. At this time Monroe County is in the Indiana Stage 4 plan with restrictions on group gatherings limited to 100 people. We will continue to follow local Monroe County Health Department guidelines with regards to event and food service.

Understanding and implementing the following guidelines is essential and expected to help us build employee, customer, supplier and partner trust that we are adhering to recommendations for the safety and well-being of our community.

Convention Center staff is encouraged to listen to each other and offer suggestions on more efficient and practical ways on operations.

- We want a to ensure a trusting and transparent culture.
- We expect everyone to abide by policies to create a safer work place for all.
- Coronavirus protocols will be added to the Emergency Action Plan protocols
- Listen to customers and share their concerns and expectations with CCMC management. Communicate policies to our customers in an empathetic manner.
- Time off requests will proceed as normal and approved accordingly. Use your company benefits to the best of your ability.
- A hiring and essential spending freeze is in place



This plan will be in effect June 22. Once we are operational and working through these protocols it is anticipated that there will be updates to the plan and these guidelines are subject to change.

2. TEAM PREPARATION

Employee Communication and Expectations

The Monroe Convention Center and (CCMC) Downtown Bloomington offices opened June 1 with limited hours and staffing.

We are a small team and it will take all of us working together to implement our new normal. We want to ensure consistency, trust and empathy for you as we work through these new protocols.

Please sign and return the Acknowledgement Form of Monroe County Health Department Pledge that is attached.

In order to protect each other and guests, all employees at the Monroe Convention Center must adhere to the following policies at each shift:

- If you are sick stay home. If you are showing signs of Covid-19 you should seek medical assistance immediately and be tested. Symptoms vary but could include fever, cough, chills, muscle pain, headache, sore throat, loss of smell or taste. Notify the Executive Director
- If you are sick from Covid-19 you should follow CDC recommended steps. You should not return to work until isolation criteria are met and consultation with health department providers.
- Each employee should wear mask or shield upon entering and wear throughout your shift when with public and other employees.
 - You do not have to wear your mask if you are in office by yourself
 - Each CCMC employee will be issued a plastic shield or mask if you do not prefer your own.
- Upon entering building sanitize and wash hands for 20 seconds frequently
- A thermometer will be available for monitoring temperature at check in station at the start of each shift.
- If the employee has a temperature, they must go home or seek medical attention
- Complete Employee Statement that you are not sick. A sample is attached.
- If you are aware of interaction with a person who has a positive Covid-19 you must quarantine for 14 days and test negative before returning to work. If this occurs you will be paid your regular hours.
- If employee does test positive then the building will be temporarily closed and sanitized. Employees will revert to working from home. Events will need cancelled during this time period.



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- Wear “screened” sticker when there are events in building
- All employees should wear a mask and strive to maintain a 6-foot distance between other people.
- Each employee should help sanitize common areas.
 - Employees will be assigned a specific day and time to spray areas. This time may increase or be adjusted based on groups in the building.
- Stay in your office unless absolutely necessary. Use the phone or email to communicate.
- Limit in person meetings.
- Limit use of shared areas with one person in the area at a time. Wipe down commonly used equipment such as microwave, refrigerator, coffee machine, sink, door handles,
 - Cleaning supplies will be provided for cleaning work spaces.
- Meetings in the small conference room are discouraged since it is a small confined area.
- Name tags are more important than ever. Need to instill consistency, reliability, familiarity.
- Staff should anticipate assisting with guest check in which includes monitoring number of people entering to adhere to Monroe County Health Department and ISDH group gathering guidelines. A staff member will be assigned to each customer.
- If using public restroom wipe down handles, door handles,
- Practice social distancing by avoiding doorway gatherings, halls, small offices. Maintain 6- foot distance when possible.
- Avoid touching your eyes, nose, and mouth with unwashed hands
- Cover your mouth and nose with tissue when cough or sneeze. Wash hands sanitize. Dispose of tissue appropriately.
- Avoid using others desks, phones, office or work tools when possible. Clean and disinfect after.
- Wear clear shield if you are with hearing impaired individuals.
- Reduce capacity of areas where possible (Catering Office, Kitchen, Lobby conference area, small office areas.
- Small rooms should be single occupant only.
- Designated foot traffic in main circulation paths in your office areas.
- Staff should share questions and concerns with any of the above to adjust accordingly.

3. BUILDING PREPARATION

Cleaning and Disinfecting Plans.

The Monroe Convention Center is cleaned daily and at specific times.

I Shine Cleaning cleans and disinfects common areas each weekday morning from 5 AM to 7 AM when the building is open with events.

- Cleaning and disinfecting products are on approved lists from governing authorities.
- I-Shine Cleaning disinfectant checklist includes: common areas, meeting rooms, restrooms, door handles, hand rails, elevators, and escalator.

Staff will be assigned at specific times of the day for additional disinfecting.

- Times: 10 AM, 4 PM, 6 PM, 8 PM, 10 PM as needed when groups are in the building.
- Staff should use authorized disinfectants and wear gloves. Wash hands after and do not touch face. Dispose of gloves in maintenance room designated area.
- Front Desk Staff – Maintain disinfecting protocol at front desk, lobby furniture, doors, elevators, escalator, stair rails at designated times, signed sheet.
- Operations Staff – Maintain disinfecting in restrooms, walkway outside doors, meeting rooms with groups.
- Use sanitizing spray and/or wipes.

Staff will be assigned to assist with additional services such as monitoring number of people gathering in area including walkway, restroom, lobby.

The building will look different but will maintain a professional atmosphere:

- Check-in station provided at entrance with private temperature screening area when groups are scheduled in building.
- Reduced lobby furniture arranged adhering to social distancing protocol
- Doors marked Entrance and Exit in lobby and meeting rooms with traffic flow marked on floor
- 4 hand sanitizing stations located throughout the building. Walkway, Lobby Desk, West Hallway, 2nd floor Great Room entrance.
- Water Fountains closed. Shared public coffee and water coolers removed.
- Every other sink and stall closed in restrooms. Monitor to implement social distance in the restrooms. Close hand air dryers to discourage transmission thru the air. Utilize paper towels.
- Signage and stanchions will mark pedestrian flow.



- Room capacities are reduced to provide for social distancing and group gathering regulations. Printed floor plans for room sets approved by client will be followed by staff for set up instructions.
- Open windows in meeting rooms when possible. Open door in lobby and west hall when possible.
- Consistent reminder signage as follows:

Sign at Entrance for all entering with procedures listed below:

Help us protect yourself and others:

Please check in with temperature check.

Please complete statement that you are not sick

If you are showing flu like symptoms (fever, sneezing, coughing, nausea, pinkeye) and are sick please do not enter. Please seek medical attention and be tested.

Mask or shields are required by all employees, vendors, clients, and attendees public entering building to protect each other

Please use hand sanitizer before entering.

Please wash hands and use sanitizer throughout your visit.

Please maintain 6-foot distance for your health and others

Sign for Handwashing in restrooms and hallways.

Signage washing for 20 seconds frequently for soap labeled with antibacterial properties

Front Desk Sign, Upstairs Hall Sign, Lower Level Hallway Signs, At Each Meeting Room Door by Fire Escape Plan

Posters welcoming and reinforce washing hands, sanitizing and maintaining physical distance and masks.

Floor decals reminding of physical distance.

Sign stating: We have taken enhanced health and safety measures for you, guests and staff. You must follow all posted instructions while visiting the Monroe Convention Center.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is a contagious disease that can lead to severe illness and death. According to the Centers for Disease Control and Prevention, senior citizens and guests with underlying medical conditions are especially vulnerable. By visiting the Monroe Convention Center you voluntarily assume all risks



related to exposure to COVID-19. Please help keep each other healthy!!

4. REDUCE TOUCH POINTS AND INCREASED CLEANING AND DISINFECTING

Touchless ingress/ egress, clean desk policy, food plan, cleaning common areas, cleaning meeting and event rooms.

- Maintain enhanced cleaning and disinfecting practices throughout building designated to clean and disinfect.
- Provide disinfectants by each work area and meeting room area
- No shared food / beverages. Single serve items only.
- Enable DIY cleaning through hand sanitizer, desk spritzer,
- Sanitize all areas prior to opening in the morning.
- Limit in person meetings
- Remove high touch, shared tools
- Create secure area for personal items.
- Isolate anyone with symptoms until the situation can be assessed to go home, be tested or to the hospital depending on status.
- All should help with stringent disinfecting protocol with your space and shared space including but not limited to copy machine, water, refrigerator, front desk phone, microwave, coffee maker, decorations, door handles.
- Allow one day between room use to clean, air-out and sanitize

5. CONTROLLING ACCESS TO BUILDING

Controlling Entry Points

- Leave front doors / overhead doors propped open as much as possible to encourage air flow and limited touching
- Deliveries at front door should go directly to Shipping and Receiving Room. Limit signing for deliveries.
- Mail will continue to be delivered to the post office at this time.
- Schedule maintenance times. Maintenance personnel should call to enter building.
- Catering deliveries should follow Monroe Convention Center protocol and be reinforced by Catering Managers.
- The building will be closed to general public during Stage 3 and will open in Stage 4. Visitors should arrive with appointment or be an attendee or vendor with a scheduled event.

Protocols for suppliers, maintenance contractors, shipping/receiving.

- All suppliers, contractors, maintenance personnel, delivery personnel at the Monroe Convention Center are expected to adhere to CDC, Indiana and Monroe County Health Department guidelines and expectations while working at the Monroe Convention Center.
 - Specifically, take temperature, sign form, sanitize hands, wear masks, no touching, sanitize and wash hands, if sick do not enter building.
- Contractors should sanitize touchpoints after working in building. A copy of contractor / supplier Covid-19 prevention plan must be on file with Convention Center Management Company.

6. EVENT PROTOCOLS WITH CLIENTS AND THEIR GUESTS

The Monroe Convention Center has implemented enhanced health and safety measures to welcome groups. We want to provide clear communication of our policies and expectations as we gradually reopen with events.

We are following the Center for Disease Control, Indiana Health Department and Monroe County Health Department guidelines. Monroe Convention Center clients and their attendees are requested to follow these same guidelines for the safety and well-being of all.

We recognize there will be questions and various perspectives of how to operate during the coming months with the variety of types of events held at the Monroe Convention Center. Although the majority of customers will be extremely pleased and appreciative of the steps we are taking to prevent spread, there will be others who will have questions or issue with something they observe.

We will provide reminder signage of the protocols at the entrance and throughout the building.

Staff will provide additional disinfecting during the event.

We will provide a safety monitor to assist with listening to the guest's perspective with questions and provide empathy towards the reason someone might be upset or feel that a procedure is not being handled correctly. We wish to address any valid concern immediately with staff member responsible.

The client is our partner in communication with their attendees in adhering to the guidelines.

Employee shifts will be staggered on site to implement events.

All employees are required to follow specific protocol including temperature screenings at the beginning of each shift, wearing a shield or mask when interacting with guests, frequent handwashing and hand sanitizing as well as striving to maintain a 6- foot distance. An employee will not be allowed to enter or work if they show any symptoms.

Rooms capacities and well as directional pathways that are specific to each event will be followed to meet distancing requirements.

EVENT PRE-PLANNING

1. Event vendors/contractors must follow Monroe Convention Center protocols and are required to submit their COVID19 protocol/policy one week prior to the event. (DJ, Florist, Bakery/Wedding Cake, Photographer etc.)

2. Dance Floor, Bar, Cake Table and marked with "6' Physical Distancing" floor stickers. As well tables and chairs will be set with 6' Distancing. Dance floor is for Bride/Groom, Father/ Mother Dance, Bridal party only. Live entertainment and guest dancing is currently not allowed to maintain the distancing requirement. This may be updated as time progresses.

3. Customers might consider the possibility of Hybrid Virtual Meeting option when scheduling.

4. Required Assigned Seating for socials. Groups of no more than 6 at a table. Encourage seating assignment by family.

5. Planners may want to include more stand/stretching in their timeline, checking in, staggered use of the restroom, elevators and escalator use rather than one scheduled break for all attendees. Packaged snacks for breaks could be brought to the tables when refilling beverages at these times.

7. Client must designate Day of Contact and ensure that person knows our policies, etc. The Day of Contact should sign the iPledge form. Client should share policies with guests and ask them to wear a mask.

8. We understand that people naturally want to greet each other. The posted signage throughout the building shares CDC, State and Local Health Department guidelines for the safety and wellbeing of all guests. Masks will be required and social distancing will be expected. A safety monitor will be provided to remind guest of our policies. We are asking guests to be mindful of others. If there is a blatant disregard for any of our policies including the 6 foot distancing we will communicate with the person who signed the contract or their designated Day of Contact. We will ask them to speak with their guest to adhere to our policies. If there is not a satisfactory resolution as with any unruly guest we will make the decision to ask the guest to leave the premises. If they refuse to leave the property then it is considered trespassing and the police may be called to enforce.

9. Staff will share information and expectations with clients at contract and BEO signing. Our rules are posted at our website and issued with your BEO as well as posted at the



entrance. Clients are responsible for sharing these policies with their guests so they are aware of policies before a guest arrives at the event.

10. Staff will limit in person meetings to plan events. Please utilize our virtual room tours at our website, and take advantage of email, online requests, phone requests and if you would like a Zoom meeting we can arrange for that as well to plan your event.

11. We encourage clients to limit set up and tear down time to be as efficient as possible to limit contact.

12. Reduced room capacities are listed on website to assist with pre-planning.

EVENT

1. The Federal and State Governments have given authority to local counties to establish local guidelines. Local guidelines are able to be more restrictive than State guidelines. The Monroe County Health Department establishes those for Monroe County. The Monroe Convention Center follows the Monroe County Health Department guidance and post at the entrance of the building and on our website.

2. After Stage 4 additional Safety Monitors/ Security per every 50 guests may be required accordingly to assist with the event. Considerations include:

*More/less depending if arrival time of the group is staggered or all at once.

3. Additional Specific Event Signage

- Please keep all personal belongings including coats with you at all times.
- Additional Restroom on next level
- Guests Only Allowed. Not open to the General Public at this time.

4. Maintaining one Point of Contact will be even more important during events now. Making sure we have the correct Day Of contact and they are also aware of building policies for their group will shift accountability to the one responsible for the group (stated in Pre-Planning section).

5. Additional trash bins near exit doors for mask disposal are to be placed and emptied regularly.

6. Open windows during event if possible.

7. Open doors for entrance and exit just prior to group departure to reduce touch points added to BEO for staff instruction.

Entrance Welcome Station

- Welcome signage with policies listed at entrance.



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- Greeter with table/ chair, sanitizer, additional masks if needed
- Safety Monitor with Temperature, Sign-in Form

- **Safety Monitor Duties**
 - Help address questions and concerns
 - Politely offer mask if guest does not have their own
 - Temperature Scanning
 - Review signage of rules of attending event
 - Help remind guests of protocols
 - Move to restroom monitor for distancing after group is in meeting
 - Meeting room monitor and cleaning with assistance from catering staff.
 - Depending on guest count additional assistance will be required. For example, one person to ask questions, one to take temperature, one to monitor event. 1 per 50 at this time in Stage 3.

Food Service

See MCL Restaurant and Bakery Covid-19 Operational Guidelines. All Monroe County Health Department Food and Health Safety Guidelines to be followed.

Audio Visual Service

See Markey's Event and Staging Covid-19 Operational Guidelines

Post Event:

1. Check in with Client and/ or Day of Contact for review. Note responses on Event Evaluation Sheet.

2. Check the room with gloves on. Place lost and found items in individual small clear trash bags/add the name of the group it was part of and the date.
Turn in at "Lost & Found" Bin

4. Open windows/doors after the group departs when possible.



5. Clean and Sanitize room when event completed.

Post Event Evaluation

Sales and Event Managers should follow up thank each guest to interview and evaluate and learn from their experience. Create Google Doc to store comments to compile and share. Adjust and update event protocols as necessary.



I PLEDGE to help prevent Covid-19 spread

The Monroe Convention Center will adopt the “I Pledge” commitment encouraged by our local health department to commit to following 5 COVID-19 prevention steps:

- I will maintain 6 feet of social distance.
- I will wash my hands often for at least 20 seconds.
- I will wear a face covering or mask when in public.
- I will stay home when I am sick.
- I will get tested immediately if I have symptoms.

Signature _____ Date _____

Monroe Convention Center Employee



Daily Team Member Questions

Day	Date/ Time	Temperature	Any Contact	Any Symptoms	Signature

Please answer the following questions:

1. Have you been in contact with a confirmed COVID-19 case? Y / N
2. Are you experiencing a persistent cough, shortness of breath or a sore throat? Y / N
3. Have you had a fever in the last 48 hours? If so, was it above 100.4 degrees? Y / N
4. Have you experienced a loss of taste or smell? Y / N
5. Have you vomited or had diarrhea in the last 24 hours? Y / N

EQUIPMENT AND SANITIZERS

Plexiglass Shield for Front Desk and Bars

Ozone Machine will be used in meeting rooms overnight.

Titan 4000 Hydroxyl Sanitizing Machine short term sanitizing with UV Light, Air Scrubber, FDA Hospital Grade, Large area 4,000 sq ft, 40,000 cubic feet, Safe for Human contact

Mist Fogger – 5 minutes , Use before and after events.

Sanitizers Sprayers – Individual – 2 minutes – Use during the day and during events

BIOESQUE Botanical Disinfectant and Virucide

- Hospital Grade

- EPA Registered

- Kills 99.9% of Bacteria, Viruses, Fungi Molds

- Kills Norovirus in 4 minutes

- Eliminates 99.9% of most allergens

- No Rinse required

- Sanitizes soft surfaces in 2 minutes

- Kills odor causing bacteria

- Does not contain Chlorine or Phosphates

Signage – entrance, floor decals distancing, posters handwashing/sanitizing

Masks / shields for employees and customers as needed

Sanitizer Stations

Individual Sanitizers as needed