



# Client Resource and Safety Action Plan



*Revised on May 24, 2021*



## TO OUR CLIENTS, PARTNERS AND THE COUNTY OF PALM BEACH

Since opening in January of 2004, the Palm Beach County Convention Center has been an economic catalyst for Palm Beach County. Throughout its tenure, we have hosted events ranging from small local meetings to international conferences including attendees from all over the world. We stand in unbounded support of preserving, restoring, and reviving the events which makes the Palm Beach County Convention Center the best destination to convene.

We are eager and enthusiastic to get back to the business of serving you! As passionate as we are at the prospect of hosting your events again, we're even more passionate in the quest to provide you with a safe environment to do so successfully. To that end, this plan has been updated to reflect the decision of the Palm Beach County Administration to adopt the recently updated CDC guidelines, which now allows fully vaccinated individuals to resume indoor and outdoor activities without wearing a mask or physical distancing.

Effective, May 24, 2021, the Palm Beach County Convention Center will be moving towards a policy which mirrors that of which the CDC and Palm Beach County have adopted. Soon you will notice changes in facility signage related to COVID, modifications of our floor plans, and the end of a mask requirement for our clients and attendees who are vaccinated. This means individuals will be able to enter our facility and conduct business without wearing masks. That said, we will still be encouraging the wearing of masks (Especially those that are not vaccinated), social distancing and proper hygiene while attending events at the Palm Beach County Convention Center and we will also maintain the extremely high level of daily sanitization we started a year ago in order to keep us all as safe as possible.

We truly appreciate your patience and continued support during these unusual times. It is in times like these we are reminded more than ever of the immense power of people coming together, of the resilience and dedication of our clients and those who support and attend their events, and of the incredible pleasure it is to play a role in bringing your events to life!

Take Care and Be Safe,

Dave Anderson  
General Manager PBCCC  
Spectra Venue Management



## Continued Cleaning and Sanitization

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**PBCCC Cleaning and Sanitization Measures:** Attendees will continue to see an enhanced cleaning presence throughout the building. Team members will disinfect high-touch areas on a routine basis.

**Face Coverings:** As of May 24, 2021, Palm Beach County no longer requires that Personal Protective Equipment (PPE) or face coverings for those that have been fully vaccinated. That said, we will still encourage the wearing of masks, especially those that are not vaccinated.

**Cleaning and Disinfection Accreditation:** The PBCCC will maintain the *Global Biorisk Advisory Council (GBAC) Star™ Facility* accreditation, the industry's only outbreak prevention, response and recovery accreditation for facilities.

**Hand Sanitizing & Washing Stations:** Free-standing sanitizing stations will remain in close proximity to all entry and exit points of the facility, food service areas, and employee entrances based on product availability.

**HVAC Maintenance, Filtration and Indoor Air Quality:** The PBCCC will continue to operate with higher rates of air filtration, ventilation and fresh air intake. New High Efficiency MERV 13 Filters have been installed and will be maintained for all HVAC equipment.

## Venue Employees Responsibilities

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**Wellness Health Screening:** All team members will undergo a non-invasive wellness check prior to being granted entry into the building that will include temperature checks and screening questions.

**Employee Hygiene:** Team members are required to practice frequent hand washing and/or hand sanitization after using the restroom, coughing, sneezing, touching face, eating, smoking, cleaning as part of their job function and before starting their shift or after ending a break.

**Face Coverings:** Face coverings are required of every employee at all times while in the building.

## Room Set-Up Guidelines

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Event Managers will work with the client on logistics to develop event diagrams, discuss facility capacities and review the event agenda to identify if any modifications may be necessary. All floorplans will be subject to the PBCCC approval and will be designed to enhance attendee flow throughout the facility. In some cases, additional approval may be required by the Fire Marshal.

**Event Room/Building Capacity:** Identifying the number of attendees allowed in the facility for an event correlates directly with the amount of space being used and the set-up for each space. Clients will work with their Event Manager by providing room requirements and capacity limitations will be provided.



## Parking Garage Procedures

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### New Procedures

- All Pay Stations have converted to operate at “Credit Card ONLY”.
- Use of the self-pay stations is recommended to limit interaction between staff and guests and maximize the efficiency of the guest entrance and exit process.

## Food & Beverage Services

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Our culinary team is transforming and reimagining how to best serve you during this time. Though the food and beverage experience may be slightly different, the level of service and cuisine remain unparalleled and authentic to our spirit of Spectra hospitality.

### Compliance:

PBCCC/Spectra Food Service along with any contractors (i.e., food trucks) are following all recommendations of the CDC, OSHA, FDA, and DOH to ensure food service is a safe practice at all events.

### Sanitization:

- We will follow all sanitation protocol mandated by the CDC, federal, state, and local guidelines and/or restrictions for service stations, service carts, beverage stations, counters, handrails, dining tables, bar tops, stools and chairs and trays.
- Hand sanitizer will be available to guests and staffing in all areas of operation and service.
- Routine sanitization will be coordinated between the food and beverage departments and all other facility departments to maintain thorough and frequent coverage.
- Additional guidelines for individual events will be developed in conjunction with event organizers, and at all times must comply with CDC event guidelines.

### New Guidelines

- When requested, Creative Menus featuring a wide selection of individually packaged meal options can be provided.

### Banquet, Buffets & Other Catering Services:

- Buffets will only be single-sided and at times, may require banquet staffing.

### Concessions & Bar Services:

- Touchless payment options will be available.
- All Cash Bars will be required to have a separate cashier. Bartenders will not handle cash.
- Bars will accept credit card and cash options. A cashier for cash sales will be stationed to sell beverage tickets. For larger events, consider creating a pre-purchased ticket option to avoid cash handling by bartenders.

*We are closely monitoring further guidance from the CDC, the Florida Department of Public Health and the Palm Beach County Department of Public Health. We will continue to update this document as new information is provided.*