



## A Guide to Reopening the Palm Beach County Convention Center



*Last Updated: June 30, 2020*



The Palm Beach County Convention Center has always been committed to creating an environment where our staff, contractors, clients and attendees work in harmony and feel peace of mind and safety at all times. While developments over the past few months related to COVID-19 have created a multitude of unprecedented challenges, our team is working in unison with local health officials and following the guidelines set forth by the [Centers for Disease Control \(CDC\)](#) and [World Health Organization \(WHO\)](#). These current policies and procedures will allow the Palm Beach County Convention Center to reopen with confidence and fulfill our commitment to our employees, partners, customers and guests.

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## A Message from Leadership

One of the most important traits of a well-run convention center is the ability to adapt to any type of unscheduled event, unusual situation, challenge or last-minute surprise without missing a beat. We have successfully achieved this a thousand times since our opening however, nothing could have prepared any of us for the magnitude and impact of COVID-19.

Like so many others, the unprecedented effects on the meetings and events industry over the past few months has brought current business levels to a halt. As a tourism engine for our community, it has severely limited our ability to drive economic impact to our local stakeholders and Palm Beach County as a whole. Fortunately, it has not stopped us from preparing for our reopening.

In light of the dramatic changes to public health due to the COVID-19 pandemic, we have updated and enhanced many of our cleaning services and safety protocols to ensure the security and safety of everyone entering through our doors. Our entire team at the Palm Beach County Convention Center has been tirelessly preparing with local county officials to update our current operating protocols by creating and implementing new policies and guidelines to address the many new requirements set forth by local and state health officials and the CDC. The health and safety of our employees, partners, customers and guests is our number one priority and our team is committed to upholding these required standards of cleanliness throughout our facility.

Continual updates will be provided within this document regularly as changes occur within CDC requirements and local and state recommendations. Important items to note within the plan include:

- Increased cleaning and sanitization guidelines throughout the facility
- Staff, subcontractor and vendor temperature screening, wellness checks and PPE
- PBCCC Wellness liaison responsibilities
- GBAC (Global Bio risk Advisory Council) Star accreditation.
- Modified Floorplans and capacity charts
- Client "Preparedness" planning guidelines and increased Event Manager Assistance
- Modified Food and Beverage delivery/handling procedures and menu options

The efforts of this plan would not have been possible without the outstanding work of our PBCCC staff, Spectra COVID 19 Task Force, local County officials, partner agencies and the venue management industry, whose collaboration and information sharing during this difficult time has been unprecedented and inspirational.

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. The impact of the PBCCC has continued to grow over the years leading to additional development for small businesses, restaurants and hotels. Most importantly, it has created sustained employment for many who now call Palm Beach County their home. While this tragic worldwide pandemic has severely challenged our abilities to achieve these goals, we are extremely confident the unprecedented efforts from so many will allow us once again to support our community, while keeping everyone who enters the PBCCC as safe as possible.

Our hearts and positive thoughts go out to all of you who face similar challenges. We look forward to seeing you back with us one day soon.

Take Care and Be Safe,

Dave Anderson  
General Manager PBCCC  
Spectra Venue Management



## Introduction-Plan Overview

The Palm Beach County Convention Center reopening plan “Together AGAIN!” is intended to be the guide book for staff, corporate and industry best practices, recommendations, and resources to safeguard the health and safety of our employees, customers, partners and guests. Specialized focus is placed on creating and implementing enhanced cleaning and disinfecting protocols, while adhering to CDC and WHO standards, while renewing confidence to those who enter the PBCCC.

With essential support from Spectra’s Covid19 Task Force spearheaded by leaders in operations, cleaning and sanitization, legal, risk management, human resources, sales, marketing, event management and communications, a holistic reopening strategy has been developed to guide facilities like the Palm Beach County Convention Center as we prepare to reopen our doors.

Many guidelines mentioned within our plan are common worldwide practices recommended by prominent health officials and agencies. Our entire team and our partner vendors have done an outstanding job at taking these general guidelines and applying them to our regular business model in order to guarantee consistency and assure maximum safety for all.

With increased venue cleaning and sanitizing, updated departmental protocols, modified guidelines on physical distancing, and ongoing employee training, our reopening plan is designed to help mitigate employee and guest exposure to COVID-19 as well as becoming the voice by which we educate and communicate with our staff, clients, attendees and community partners.

To assure proper and consistent communication of our plan we have initiated a new position of *Wellness Preparedness & Response Coordinator (Description in Appendix A)*. This position will focus on new COVID guidelines related to the pandemic, guarantee consistent communications between our customers, and assist our staff with orientation and adjustment to newly established safety guidelines.

Please note: All local and state executive orders and CDC and WHO guidelines used in this Reopening plan are based on the release date of our plan and subject to change on a regular basis. This situation and provisions are likely to change over time. Our team will closely monitor government and world health organization mandates, along with public health advancements closely while continuing to communicate adjustments regarding PBCCC protocols and procedures. Please keep in close contact with your PBCCC representative for the latest information.



## Reopening Timeline

One of the major challenges today is the difficulty event organizers are facing when planning and scheduling an event under the current circumstances. To alleviate some of these concerns, we are committed to constant communication and updates to instill confidence among our many clients and their attendees, so they feel as comfortable as possible when booking and hosting future events at the PBCCC. Our hope is to reopen very soon after our preparation is complete, subject to county approval.

1. Before our opening date, our PBCCC staff will continue to update the facility and prepare staff with the many new protocols mentioned in this reopening guide related to cleaning, sanitization, food and beverage, operations, event management, parking and workplace safety so all who enter are feel extremely conformable and safe at all times.
2. Initial events upon reopening will be limited in size, attendance and flow in order to satisfy current capacity, physical distancing and local health and safety requirements.
3. As restrictions are lifted, larger events with increased attendance will be allowed at the PBCCC as long as they satisfy current capacity, physical distancing and local health and safety requirements.

We understand that the current situation will continue to be fluid and ever changing on a daily basis, so we will continue to provide the most up to date information to our clients related to our operating status throughout the fall and into 2021, or until such time as we may operate at normal capacity.





## Event Protocols

It is important to establish guidelines for the Palm Beach County Convention Center, for its employees and our customers. This section will identify areas where additional planning and precautions are anticipated in order to produce safe events. As we gain experience and implement these guidelines, this section will be modified to reflect circumstances pertaining to those new situations. PBCCC protocols will be shared with exhibitors and attendees who are responsible for conforming to these practices.

Each of the following points is a specific action or set of actions, which will be implemented as we reopen the Palm Beach County Convention Center.



FREQUENT  
HANDWASHING



SOCIAL  
DISTANCING



STAY HOME  
WHEN SICK



COVER COUGHS  
AND SNEEZES



CLEAN AND  
DISINFECT





## HEALTH & SAFETY

### *COVID-19 Response Plan*

Prior to an event, event organizers and PBCCC staff will work together to create a joint COVID-19 Response Plan for the specific event. It will include a risk assessment, which will address the level of risk associated with activities of the event. For example, where and how event activities might expose employees, exhibitors, or attendees to COVID-19.

### *Facility Cleaning*

The top priority for the PBCCC is protecting employees, clients and our community. The PBCCC uses cleaning products and protocols, which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and necessary PPE.

The PBCCC will attain Global Biorisk Advisory Council (GBAC) Star™ Certification, which will establish cleaning and sanitizing practices in line with GBAC and CDC recommendations including:

- All high-touch points, such as door handles, rails and elevator buttons, will be wiped at least once every hour.
- Cleaning schedules will be used to record date, time and operative's name as each cleaning cycle is completed.
- Access to toilets will be limited to enable physical distancing.
- Where separate entry and exits to restroom areas are available, signage and staffing should be utilized at the event organizer's request and expense.
- Where one entrance or exit is available, the number of people permitted into the restroom area at any one time must be determined in accordance with physical distancing guidelines.
- Where urinals are installed, every second unit will be screened off to maintain physical distancing.
- Every second wash basin will also be screened off.
- A high frequency cleaning and sterilization schedule will be implemented and logged.





### *Hand Sanitizing & Washing Stations*

Sanitizing stations will be provided by the PBCCC at all entry and exit points and in close proximity to bathroom exits, event spaces entrances, food service areas, POF machines at the parking garage, lobby areas, entrances, stairs, elevators, escalator landings, all other public spaces, and employee entrances based on product availability.

Washing stations are available in all restrooms which feature touchless soap dispensers, sink faucets, toilet fixtures, urinal fixtures and paper-towel dispensers. The touch-free designs reduce cross-contamination and encourage better hygiene. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All restrooms will be frequently and thoroughly disinfected during event hours.

### *Health Screening*

All employees, visitors to the Administrative offices, and subcontractors will be temperature screened on arrival at the PBCCC's admission point which includes the Reception Desk or Security Operations Center (SOC). All will be required to wear masks and respond to the following questions:

1. Have you taken a fever reducer, like Tylenol or acetaminophen in the past 12 hours?
2. Have you traveled with or been in close contact with someone that has exhibited COVID-19 symptoms, or been diagnosed with COVID-19?
3. Have you been diagnosed with confirmed or suspected COVID-19 infection in the last 14 days?
4. Do you have symptoms of cough, fever, high temperature, sore throat, runny nose, shortness of breath, loss of taste or smell, or flu like symptoms now or in the past 14 days?



Any person responding in the affirmative to any of these questions will not be admitted into the building and will be advised to leave the premises and consult their medical provider. On temperature screening, any person with a temperature higher than 100.4°F will be sent to a private, climate-controlled area (if possible) to wait at least 10 minutes for secondary temperature screening and consultation. If the second attempt indicates no fever, the person shall be permitted to enter the venue. If the second attempt also indicates a fever, the person will be sent home immediately and advised to seek medical attention.

Any person refusing to undergo a temperature screen or answer the screening questions will be denied entry to the venue.





Event organizers will be informed by the *COVID-19 Wellness Preparedness & Response Coordinator* on the guidelines needed to increase awareness of overt symptoms of COVID-19 and will be provided with appropriate protocols to follow.

*(See Emergency Response Actions in Appendix C).*

### ***Hygiene and Transmission Prevention***

As of June 24, 2020, Palm Beach County requires anyone entering into the facility, must wear a mask or will not be granted access to the venue. Although masks are mandated at this time; once it is lifted, we will adhere to the following protocol:

The requirement to wear a mask will be determined by circumstances at the time an event takes place, and wearing of masks within the facility will be encouraged but not mandated. Each event organizer will decide in conjunction with the PBCCC, the extent to which masks may be desirable. If a decision is made to require all those attending the meeting to wear masks within the event space, the enforcement of that decision will be the responsibility of event organizer. Separate and individually marked trash cans will be provided for disposal of masks at exit points from the PBCCC.

Regular hand washing with soap and water will be encouraged with signage throughout the facility and particularly within restrooms. Appropriate hand sanitization stations will be stationed throughout the PBCCC. Upon request, instructional flyers may be provided on effective hand washing and good respiratory practice to event planners to provide their customers and staff. All PBCCC employees will receive additional training and instruction on sanitizing as well as, access to additional PPE should it be required, necessary, or requested.

The PBCCC will supply PPE's for its employees, labor force and subcontractors. PPE's for an event organizer's staff, exhibitors, attendees and other personnel will be the responsibility of the event organizer.



### ***Indoor Air Quality, Filtration and HVAC Maintenance***

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. The PBCCC will establish new protocols to increase HEPA filter longevity.

The building will maintain comfort levels at 72+ Degrees Fahrenheit and 40-60% relative humidity depending on season, to reduce viral transmission.

Frequency for cleaning of HVAC equipment, ductwork and supply and return grills throughout the operating year will be increased.



### *Physical Distancing*

Controlling the number of people in any location is key to ensuring attendees and exhibitors can maintain adequate physical distancing. When possible, a separate entrance and exit door will be necessary for each event. An “in” and “out” head count will ensure crowd density standards in the space can be calculated based on *28.3 sq. ft.* per person in each event space. This will be monitored by the event organizer.

Physical distance floor markings will be provided by event planners for any areas where waiting or congregating is likely or necessary. This includes, but not limited to registration, box offices, vendor check-in, etc.

Attendance Monitor, will be charged with counting those entering and exiting any exhibit, conference or meeting space and will manage total occupancy with oversight by event organizer. Occupancy of public spaces and food service areas will be managed by the Palm Beach County Convention Center staff.



Measures to promote physical distancing will be put in place at the entrance to the PBCCC, around registration areas, in restrooms and other common spaces throughout the building. Please note, when multiple events are being held at the PBCCC, additional measures or modifications may be required. Consult your Event Manager to discuss.

Specifically, for Tradeshows/Consumer shows at capacity, attendees will adhere to a “one out-one in” policy to gain access into the designated event space. This process would be managed by the event organizer.

Staggered arrival times for attendees may be implemented for Exhibit based events to spread out attendance arrival over the course of the event. Designated entry and exit doors may be allocated to guide guests to an entry or exit via signage or barrier. Physical distance floor markings will be provided by event planners for any areas where waiting is likely to be necessary. Extended hours may also need to be considered.

### *Signage*

The PBCCC will provide signage to inform visitors of physical distancing protocols and promote good hygiene. COVID-19 physical distancing signage and floor markings will be placed in prominent positions at entrances, restrooms and catering areas.



## VENUE REQUIREMENTS & ROOM SET-UP CHANGES

### *Attendance Controls*

It is recommended for all exhibitors and attendees to pre-register for an event if required by event organizer. This will allow for control of the number of people who may attend at one time. Attendees will be required to select their anticipated time of arrival to avoid exceeding the capacity of the space.

### *Layout and Design of Exhibit Spaces and Registration Areas*

Event Managers will work with our customers on the guidelines required for all aspects of the event layout, program and attendees. All floorplans will be subject to the PBCCC approval and will be designed to remove areas where physical distancing might prove difficult. Additional approval may be required by the Fire Marshal.

The total number of attendees present in the venue for each event should be restricted to one person per 28.3 square-foot circle in an event space. This always allows for 6 feet between individuals. Examples: a 5,000 sq. ft. space will not have more than 125 people present at any one time. A 10,000 sq. ft. space would be restricted to 250 people present at any one time. A 50,000 sq. ft. space would be restricted to 1,250 people at any one time.

All exhibitors and attendees should be encouraged to register online with minimal on-site registration activity. Any on-site registration areas must comply with the PBCCC's approved floor plan guidelines and will require physical distancing markers in all areas where attendees line up. Barriers such as sneeze guards may be required in these locations especially where event staff may be physically close to visitors. Registration counters should be positioned at least 6 ft. apart. Self-service badging systems should be touchless for guests to scan pre-printed barcodes, print badges automatically and select badges holders or clips without the risk of cross contamination.

Depending upon capacities, event organizers should discuss with their event manager a pedestrian traffic flow plan for attendees, which may include a one-way system in aisles. All aisles will be a minimum of 15 ft. wide unless defined as one way in which case, they may be 10 ft. wide. Preference will be for exhibits to be as open as possible, using vinyl or hard walls with a minimum height of 72" separating each booth from adjoining exhibits.

*Sample floor plans are included in Appendix B.*

### *Guidelines for Meeting Rooms & Ballrooms*

Seminars, conferences, meetings and presentation areas should be large enough for seating to be placed at 6 ft. intervals and access to the seating area does not include pinch points. Room set options will be provided by your event manager. Smaller meeting rooms should conform to space use requirements and physical distancing guidelines. The PBCCC's meeting room furniture and equipment sets (tables, chairs, podiums and risers) will be cleaned and disinfected either at the beginning or end of each event day.



## FOOD & BEVERAGE SERVICE

### *New Guidelines*

Creative Menus are available featuring a wide selection of individually packaged meal options. All service ware options will be pre-packaged and disposable. At this time, water cooler service is not available. Bottled water services is available. Please contact your Catering Sales Manager for details and pricing.

All areas will be designed utilizing 6 ft. between guests, and appropriate physical barriers (such as sneeze and point of sales guards) will be provided where service staff may be required to be in close proximity with guests such as food service counters or check out areas. Personal Protection Equipment (PPE) is required as standard uniform requirements.

Seating Areas for Breaks and Concessions must be placed at 6 ft. intervals. Access to the seating areas will not include gathering points for those seeking service. Seating areas will be cleaned immediately after each use.

We will maintain strong and frequent cleaning and sanitation procedures daily. 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. Additional guidelines for individual events will be developed in conjunction with event organizers, and at all times must comply with CDC event guidelines.

<b>BE HEALTHY, BE CLEAN</b>					
<b>CLEAN &amp; DISINFECT</b>					
<b>SOCIAL DISTANCE</b>					
<b>PICK-UP &amp; DELIVERY</b>					
<b>PHYSICAL FACILITY</b>					

### *Beverage Stations/AM Breaks/PM Breaks Services*

All stations will include single service pre-wrapped items in tamper-resistant packaging. Beverage Stations will be set-up barista style with service staff pouring coffee and providing guests with napkin and stir stick. Single portion coffee creamer and sugar will be provided by service staff. Staff will not fill cups, bottles or mugs provided by guests.



### ***Banquet, Buffets & Other Catering Services***

No preset courses will be provided on tables. This includes salt and pepper shakers, coffee cups/saucers, centerpieces, sugar caddies, condiments, salads, bread, desserts, etc. All silverware will be rolled in a cloth napkin. On certain occasions, pre-wrapped disposable cutlery kits may be used for functions. Beverage glasses will be replaced and not refreshed. Bread will be served on individual bread plates with butter. Salad dressing will be provided in individual ramekins. Lids will be kept on plates until course is served, and removed at the table. Table tent card will be placed on all tables outlining our new service standards.

Buffet meals will be single sided and served by catering attendants. Signage will be displayed at the beginning of the buffet lines outlining the service standards. Banquet service team will assist in calling individual tables to the buffet line to avoid mass congregating. If event organizers are looking for main meal options, consider serving salad and dessert, and limit buffet to entrée options only.

Hand sanitizing dispensers will be placed throughout the food service and high-touch areas for use and convenience.

### ***Concessions & Bar Services***

Cash-free point of sale, contactless payment, mobile ordering and pick-up and pre-packaged grab and go will be integrated into operations throughout the service areas in order to minimize touch points and allow for distancing.

All POS stations, will have plexi-glass shield installed when possible to prevent contamination. These stations will be fully cleaned and sanitized at the beginning and end of each shift or event. Signage will be positioned at all POS stations outlining standards.

Menus have been modified to promote a quick turn-around time and keep lines moving. All condiment items will be placed on the back counter to reduce touch points before they are handed to guests. Cashiers will not handle food. An employee will provide guest with food in contactless method. Food options will be served in closed containers and all condiments will be individual packets. This includes salt and pepper, sugar and sweeteners, sauces, dressing, etc.

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. Bartenders will wear gloves at all times. Bar tops will be kept clear of garnish trays, glassware, etc., except for signage. Disposable glassware will be used when possible. Stir Sticks and napkins available upon request.





## PARKING GARAGE PROCEDURES

Our Parking Garage abides by the same protocols and physical distancing guidelines for the safety of our employees and guests. This information is intended to reduce the interaction between the guests and staff and allow for a smooth and safe flow in and out of the venue.

### *New Procedures*

- Practice physical distancing by standing at least 6 ft. six feet away from others while standing in lines, waiting for elevators or moving around the parking garage.
- Parking Garage will open one-hour prior to event start time to allow more time for the guest parking process.
- Cash and credit card payments are accepted at self-pay stations and “credit card only” at the attendant booths upon exit. “Credit card only” is preferred to reduce points of contact for both guests and staff. Self-pay stations are wiped frequently and thoroughly disinfected during event hours.
- 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.
- All transaction lanes are retrofitted with a “sneeze guard” barrier to provide space between the employee and guest.
- All parking attendants will wear PPE, including facemasks and gloves. Gloves will be changed regularly.
- Static signage is displayed throughout the parking lot promoting physical distancing and any other county or state requirements applicable to the facility.
- Parking Attendants will sanitize and wipe down all equipment in accordance with health official standards, both before and after each shift.
- Parking garage elevator buttons are cleaned and disinfected frequently. Elevator capacities will be limited to maximum of 2 individuals or a family of 4 at one time. Signage Markers will be located on the floor to identify standing locations inside in the elevator.
- At this time, Valet Parking services are suspended until further notice.







## **EMPLOYEE RESPONSIBILITIES**

With the spread of COVID-19, we must remain vigilant in mitigating exposure in the workplace. Every employee should feel safe in their work environment and know how to execute our company plan to safely return to the workplace and back to hosting events.

### ***COVID-19 Training***

All employees will receive adequate training on COVID-19 safety and sanitation protocols from the *COVID-19 Wellness Preparedness and Response Coordinator*. Training that is more comprehensive will be provided for our team.

### ***Daily Pre-Shift & Timekeeping***

Pre-shift employee meetings will be conducted in areas that allow for appropriate physical distancing. Larger departments will stagger employee arrival times to minimize number of employees on-site. Employees will be required to sanitize their hands after clocking in.

### ***Employee Health Concerns***

Employees are instructed to stay home if they do not feel well and to contact their manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of COVID-19. Employees who are exhibiting any COVID-19 symptoms are instructed to immediately notify their manager.

### ***Employee Hygiene***

All employees have been instructed to wash their hands often with soap and water for at least 20 seconds. In addition, employees will use either an alcohol-based hand sanitizer with at least 70% alcohol or an ethanol-based hand sanitizer with at least 60% alcohol. Sanitizing stations will be available throughout employee areas.

### ***Employee Workspaces***

The use of shared employee spaces will decrease as we practice physical distancing and flexible work arrangements. Increased cleaning and sanitizing in high traffic areas will occur regularly.

### ***Personal Protective Equipment (PPE)***

Appropriate masks and gloves will be worn by all employees based on their role and responsibilities. Training on use and dispose of all PPE will be mandatory. Employees entering the PBCCC will be provided a facemask and be required to wear that mask while on property. Gloves will be provided to employees as determined.

### ***Wellness Screening Program***

Employees will be screened daily for COVID-19 symptoms and temperatures over 100.4°F. Employees confirmed to have symptoms or a temperature over 100.4°F will not be allowed to enter the property and will be immediately directed to appropriate medical care.



## Appendix

### *Appendix A – Wellness Preparedness & Response Coordinator*

#### *Roles & Responsibilities*

The COVID-19 Wellness Preparedness and Response Coordinator will primarily act as the focal point for COVID-19 preparedness and implementation for the PBCCC – internally and externally. The COVID-19 Wellness Preparedness and Response Coordinator will:

- Attend relevant meetings at the state and/or county level, collect PBCCC client and partner feedback and provide input and guidance on national/state guidelines;
- Ensure good coordination between the different PBCCC staff and teams involved in COVID-19 preparedness activities;
- Provide strategic direction in collaboration with the County Health Department in conjunction with the Florida Department of Health and the CDC guidelines;
- Direct and coordinate PBCCC's engagement in COVID-19 preparedness activities for Clients, Vendors and Partners;
- Coordinate and implement COVID-19 preparedness activities and help coordinate responses through health programming and training for all PBCCC Employees and finally, he/she will;
- Support Emergency Response and Safety Team Trainings specific to COVID-19 response.

#### *Project Overview*

PBCCC is currently implementing COVID-19 regulations as county directives commence. The COVID-19 Wellness Preparedness and Response Coordinator will oversee all related activities and functions of safety implementations.

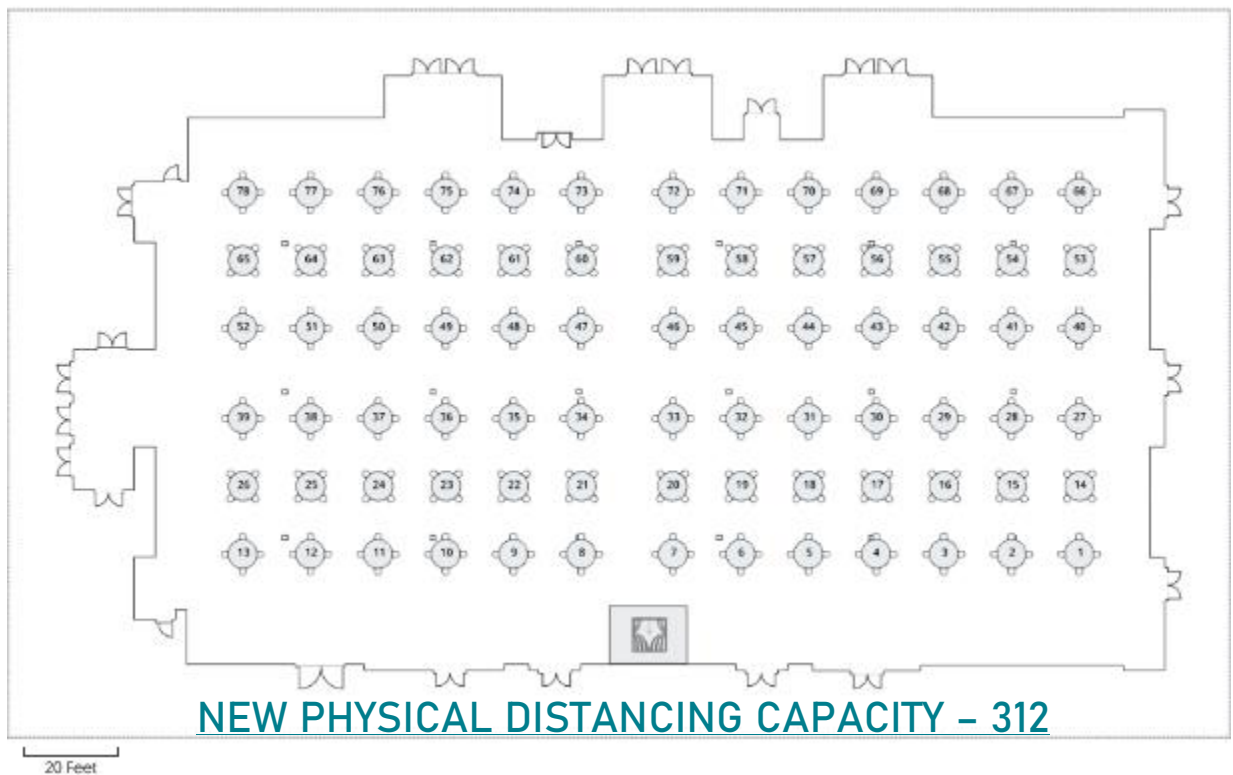
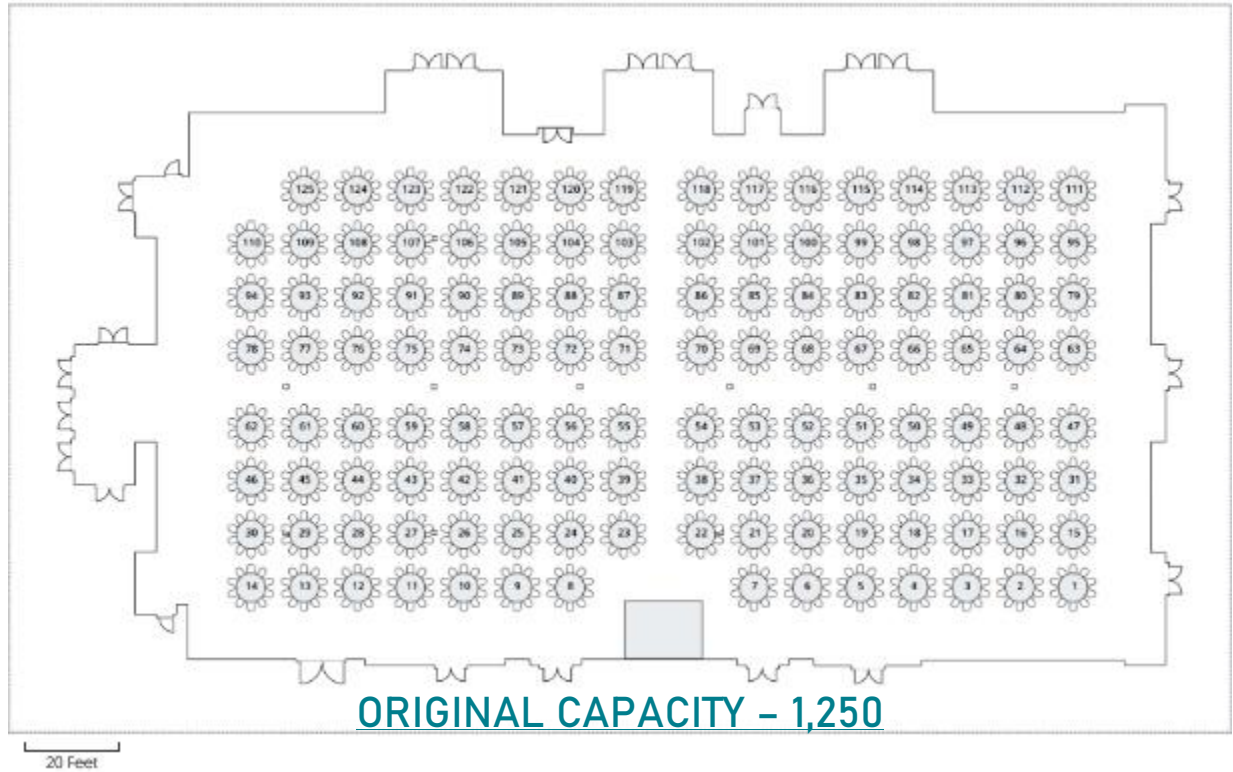
#### *Key Activity Areas*

- Communication & Coordination
- Project Management
- Logistics
- Quality Management/Project Design
- Facility Capacity & Layouts



## Appendix B1 – Draft Floor Plans

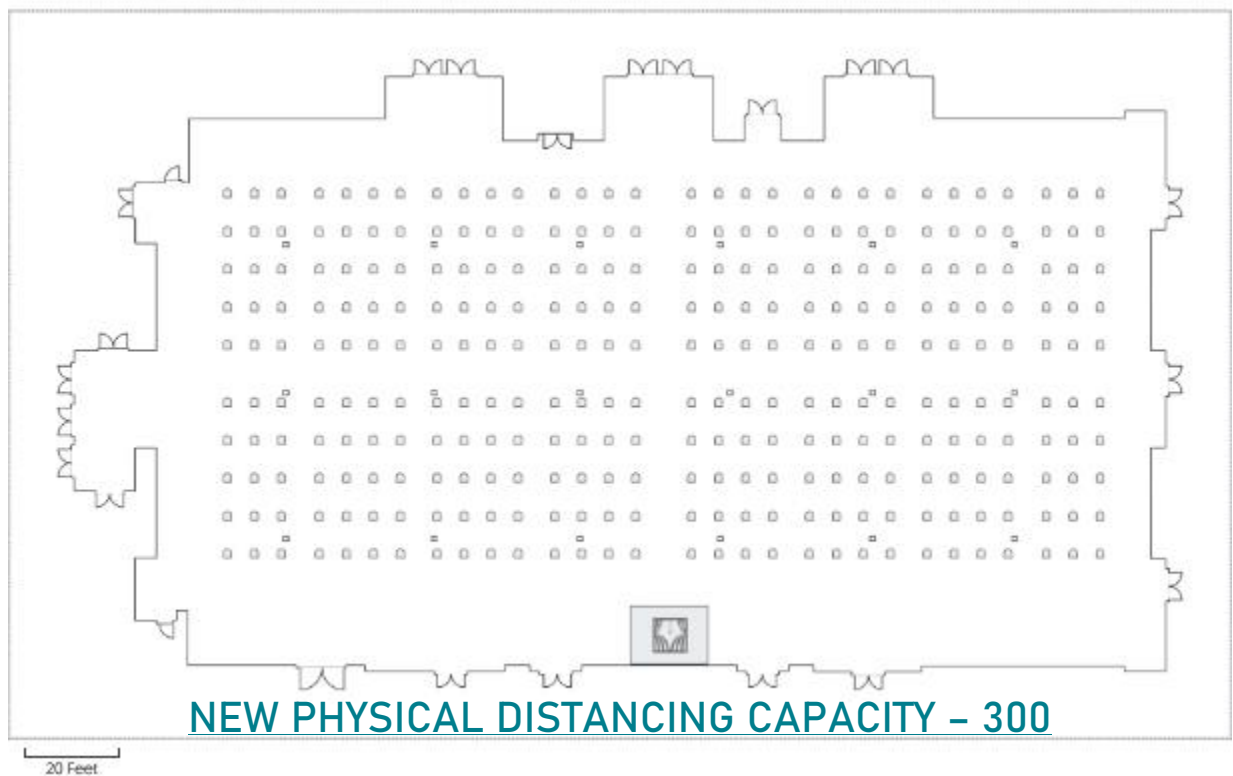
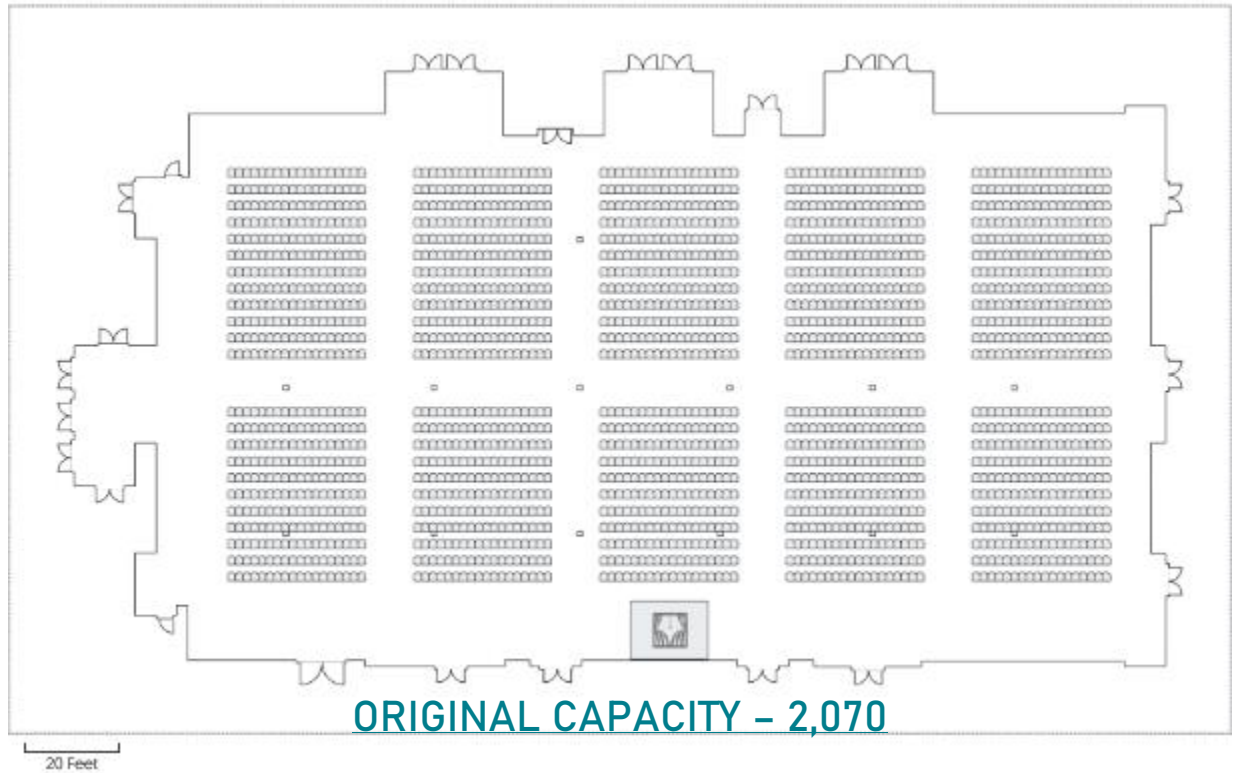
### ENTIRE BALLROOM – BANQUET





## Appendix B2 – Draft Floor Plans

### ENTIRE BALLROOM – THEATER





## *Appendix C – PSAV MeetSAFE Guidelines*

PSAV, the preferred Audio-Visual provider of the Palm Beach County Convention Center, has designed a series of meeting formats, equipment packages, and recommendations addressing how to reduce risk, increase confidence, and promote health within the meeting space.

### *Event Management*

#### Meeting Design Options: Local to Global Solutions

As people return to in person meetings, smaller groups could potentially fall into three meeting designs:

- *MEETSafe Design 1 – One Room*  
Ideal for a smaller group meeting in a single room at one venue. With physical distancing in mind, screen placement, sound reinforcement, and the ability to connect with others not able to physically attend will be key considerations.
- *MEETSafe Design 2 – Multi-Room, Broadcast Communication*  
Accommodates large groups that may need to be split into multiple rooms at the same venue. Building off the technology in design one, broadcasting to multiple rooms will be critical and the use of digital tools that support two-way collaboration will add to the experience.
- *MEETSafe Design 3 – Multi-Room/Multi-Venue, Networked Communication*  
For events that bring attendees from multiple venues and potentially multiple rooms together. The ability to have several presenters delivering messages to multiple audiences simultaneously will require a suite of technology solutions to make the experience feel as if everyone is meeting together as one.
- *Hybrid*  
All three meeting designs can incorporate a virtual stream for attendees or presenters that are not able to make the in-person meeting.

#### Room Layout, Traffic Flow

With the meeting design in mind, room layouts may look different. Incorporating physical distancing and traffic flow will reduce risk and promote health within the meeting environment. Tables and chairs may be spaced to meet best practices and floor decals, and other forms of signage may inform attendees on the best way to move through the space to limit contact. Technology equipment will be sized according to the new space with the addition of virtual components as necessary.

#### Technology Considerations

This option highlights technologies that can help support these meeting designs. Beyond traditional items like projectors and screens, items to support sound reinforcement, recording, web-conferencing and digital tools for polling and Q&A should be considered.

#### Cleaning Guidelines

As the event space changes, it will be more important than ever to create a space that continues to promote collaboration and engagement and while focusing heavily on hygiene. PSAV is educating our team members on enhanced cleaning procedures. We are doing this to help stop the spread of germs as we strive to build upon our commitment to safety. Tent cards will indicate when equipment has been cleaned, with particular attention to high-touch items such as microphones, keyboards, wireless presenters and markers.





### *Workplace & Equipment Cleaning SOP*

PSAV remains committed to providing a safe and healthful workplace for all team members, customers, and business partners. With that, our team members will be required to follow the recommended guidelines with regard to general hygiene and disinfecting equipment between events. If your event should require a more enhanced cleaning solution, please reach out to your PSAV representative.

#### Physical Distancing/PPE

- All team members will comply with local guidelines and work in coordination with local venue plans pertaining to PPE use and distancing.
- Techs will ensure that their workspaces are a minimum of six feet apart both side-to-side and front and back from any other technicians.
- Any crew loading or unloading equipment will maintain a six-foot distance as they push individual cases.
- The Director will make decisions around safely handling equipment or cases that require more than one person to move or lift it into position.

#### Sanitation/Disinfection

- **Office / Storage Space**
  - Routine handwashing for at least 20 seconds with soap and water
  - Encourage cleaning of personal tools on a routine/daily basis
  - Posters are displayed for awareness, reminding team members of all required guidelines.
  - Hand Sanitizer and PSAV Approved Chemicals will be available for team member use in both office and storage rooms
  - Daily High-touch items will be regularly cleaned using approved cleaners/disinfectants – avoid cross-use where appropriate.
  - When handling equipment and cases, contact points should be cleaned using appropriate cleaners/disinfectants to include pushing/lifting points and handles
- **Event Space**
  - Hand sanitizers and cleaning supplies will be distributed to the entire crew and refilled as needed throughout the event.
  - All high-touch areas of PSAV/Encore equipment (i.e. Mics, Remotes, iPads, Flipchart Markers, etc.) will be disinfected before and after each event and before and after being delivered from person to person.
  - Touch screens, monitors or other equipment that must be touched or handled during the course of an event must be disinfected before and after each event.
  - Technician will fill in cleaning verification card with their name, signature, and date/time the cleaning was completed (~1 hour prior to event start)
  - Technician will meet guest in room prior to doors, make introduction, test equipment and verify cleaning
  - As an extra step to PSAV's QC process, we should wipe all contact points with approved cleaners when striking the equipment.





## *Appendix D – Tips to Host Your Event During COVID-19*

With the rapid onset and impact of the coronavirus (COVID-19) globally, all event organizers should develop preparedness strategies regardless of event size. Travel regulations and health developments are changing daily, and the PBCCC recommends monitoring each situation carefully.

Below are tips focusing on pre-event and on-site precautionary measures to prepare for the health, safety and comfort of event attendees and staff.

### *Create A COVID-19 “On-Site Preparedness Plan”*

A preparedness plan will confidently ensure your partners and attendees you are taking COVID-19 seriously. It will assist in welcoming your attendees to your event.

Contact your Event Manager for details. The best place to create and maintain a preparedness plan is on your event website. A hard copy should be available at your event.

- A copy of this plan must be provided to your Event Manager at least 30 days prior to the start of your event. Plan should include:
  - Coordinate with venue to receive any facility, county or state requirements.
  - Identify any Health, Safety and Sanitation Protocols for Staff, Contractors, Exhibitors, Speakers and Attendees.
  - Identify any required supplies needed to manage your event, your event staff and your exhibitors. This includes but not limited to PPE Equipment, Barriers, Stanchions, Cleaning Supplies or Event Specific Equipment, etc.
  - Identify Registration and Check-In Procedures.
  - Identify Load-In, Load-Out and Set-Up Requirements for Contractors and Exhibitors.
  - Identify Session and Tradeshow Management Procedures for Facilitator/Attendee and Exhibitor/Attendee Interactions.
  - Identify process and procedure to manage and regulate Ballroom, Meeting Room and Exhibit Hall Capacities.
  - Determine steps for identifying and isolating attendees with elevated risk.
  - Plan to circulate your plan around COVID-19 prevention throughout your venue.
  - Plan to have hand sanitizer and disinfectant wipes on-hand.
- Develop both an internal and external FAQ to ensure consistency in messaging/responses pre-event and on site (e.g. health and safety measures that will be prioritized on site).
- For more information on creating a preparedness plan, see the [CDCs Interim Guidance for event organizers](#).
- *A Sample Document can be provided by your Event Manager, per request.*



### ***Brief Event Staff on COVID-19 & the On-Site Preparedness Plan***

Ensure event staff are prepared to assist with any situation or event changes such as local healthcare services, should someone become ill on site. Additionally, confirm staff is aware of the appropriate messaging and has read and understood the plan and FAQ's. Finally, encourage event staff (and attendees) to stay home if sick or experiencing symptoms of the virus.

### ***Maintain an Update Log***

- Let your staff, exhibitors and attendees know that you are taking COVID-19 seriously is by maintaining an update log.
- Keep a list of updates before, during and after the event. Updates would include those from State & County Governments and the PBCCC. Event organizers will be expected to retain an accurate record of attendance for a period of 3 months post-event for the purposes of contact tracing.
- Best practices for maintaining an update log on your event website:
  - Date and time of each update.
  - Share the latest information from local health officials.
  - Share the latest updates on your preparedness plan.
  - Direct your audience to other updates or preparedness plan pages if applicable.

### ***Proactively Update Your Attendees***

Maintaining an update log on your event website will provide answers for your staff, exhibitors and attendees seeking information about your event. Plan to send regular updates over email, social media and push notifications (if using a mobile event app).

- Share the latest update on the status of your event.
- Mention the latest update from local health officials.
- Reiterate your preparedness plan.
- Direct your audience to other updates or preparedness plan pages if applicable.

### ***Establish Health & Safety Guidelines for Your Event***

Create clear, strict guidelines your attendees must follow, while providing extra protection for everyone attending your event.

- Provide ample heads-up of your health policy via email or other communication channels.
- If policies result in attendees being prohibited from attending event have a clear refund/registration transfer policy in place.
- Be clear on what is allowed, prohibited, and advised.



### *Creating a Sanitary Environment at Your Event*

Your preparedness plan should include the steps that you are taking and should be followed throughout the onsite experience.

- Providing attendees with hand sanitizer when they register at the event.
- Creating designated sanitation sites stocked with hand sanitizer and disposable disinfectant wipes.
- Remind attendees of hygiene best practices through signage and over email, social media, or push notifications.

### *Emergency Response Actions*

As part of your COVID-19 On-Site Preparedness Plan, all event organizers should include information about a response to a COVID-19 occurrence. PPE should be procured for staff and made available for those assigned to deal with suspected cases. The PBCCC staff will assist with such cases when notified to identify an isolation area for the event organizer for further evaluation. If anyone at an event displays symptom of COVID-19, the event organizer and their response team must:

- Report the occurrence immediately to the Event Manager or Public Safety personnel.
- Provide a mask for the person presenting symptoms;
- Isolate and follow procedures to accompany the individual to the designated isolation area making sure that staff and other event visitors maintain a distance of at least 6 ft. from the person at all times;
- Allow medical personnel, to assess whether the unwell individual must be sent to a hospital or can be directed to immediately go home (Note: If medical personnel is not present, a call for EMS is recommended);
- Arrange for transport if not advised to go to the hospital;
- Advise any person having contact with the individual to immediately leave the facility and consult with their doctor;
- Assess and document the incident to form part of follow-up actions and recovery;
- Arrange with Event Manager and PBCCC Staff for appropriate cleaning of the isolation area and exhibition areas involved.
- Provide advice and assistance if contacted by any public health authority.



## *Appendix E – Resources*

The Customer Journey Tool Kit, provided by Discover the Palm Beaches, is a resource for meeting planners and attendees with pertinent information of The Palm Beaches related to the COVID19 pandemic. This tool provides a destination guide that follows the customer journey in order for planners and attendees to make informed decisions regarding the destination and its readiness to receive groups and events in a safe environment.

Palm Beach County Quick Links CDC	<a href="https://www.cdc.gov/coronavirus/2019-nCoV/index.html">https://www.cdc.gov/coronavirus/2019-nCoV/index.html</a>
Florida Department of Health	<a href="http://www.floridahealth.gov/">http://www.floridahealth.gov/</a>
PBC Reopening Phases Document	<a href="https://www.flgov.com/wp-content/uploads/covid19/Taskforce%20Report.pdf">https://www.flgov.com/wp-content/uploads/covid19/Taskforce%20Report.pdf</a>
PBC Reopening Phase 1 Quick Facts	<a href="http://discover.pbcgov.org/PDF/COVID19/State-of-Florida_Full-Phase-1.pdf">http://discover.pbcgov.org/PDF/COVID19/State-of-Florida_Full-Phase-1.pdf</a>
PBC COVID-19 Testing Centers	<a href="http://discover.pbcgov.org/coronavirus/Pages/testing-sites.aspx">http://discover.pbcgov.org/coronavirus/Pages/testing-sites.aspx</a>
PBC COVID Update Page	<a href="http://discover.pbcgov.org/coronavirus/Pages/default.aspx">http://discover.pbcgov.org/coronavirus/Pages/default.aspx</a>
PBC COVID Resources Page	<a href="http://discover.pbcgov.org/coronavirus/Pages/Resources.aspx">http://discover.pbcgov.org/coronavirus/Pages/Resources.aspx</a>
PBC Latest Update	<a href="http://discover.pbcgov.org/coronavirus/Pages/open.aspx">http://discover.pbcgov.org/coronavirus/Pages/open.aspx</a>
PBC Press Releases	<a href="http://discover.pbcgov.org/coronavirus/Pages/Updates.aspx">http://discover.pbcgov.org/coronavirus/Pages/Updates.aspx</a>
PBC Executive Orders	<a href="http://discover.pbcgov.org/coronavirus/Pages/Orders.aspx">http://discover.pbcgov.org/coronavirus/Pages/Orders.aspx</a>
PBC FAQ	<a href="http://discover.pbcgov.org/coronavirus/Pages/faq.aspx">http://discover.pbcgov.org/coronavirus/Pages/faq.aspx</a>
PBC Community Toolbox	<a href="https://www.wpb.org/our-city/mayor-s-office/covid-19-start-page/covid-19-community-toolbox/covid-19-community-toolbox-may-8-2020?fbclid=IwAR0QKWatN9yrgkUbzE9tu9pNKsFi-4S0nmyScPnPeEPoQGZt2nUrPR1lfg">https://www.wpb.org/our-city/mayor-s-office/covid-19-start-page/covid-19-community-toolbox/covid-19-community-toolbox-may-8-2020?fbclid=IwAR0QKWatN9yrgkUbzE9tu9pNKsFi-4S0nmyScPnPeEPoQGZt2nUrPR1lfg</a>
What's Open in PBC	<a href="https://www.wpb.org/our-city/west-palm-eats">https://www.wpb.org/our-city/west-palm-eats</a>
Discover the Palm Beaches	<a href="https://www.thepalmbeaches.com/palm-beaches-travel-information">https://www.thepalmbeaches.com/palm-beaches-travel-information</a>



# Reopening Protocol – Event Planner/Organizer

## FREQUENTLY ASKED QUESTIONS

### General Questions

- **What is the timeline for the building's reopening?**

The PBCCC is currently scheduled to Reopening no sooner than Saturday, August 1, 2020.

### Cleaning & Sanitation

- **How are rooms cleaned prior to initial use during an event?**

Rooms are swept and vacuumed, trashcans are disinfected and liners are replaced, and doors are cleaned and disinfected. Additionally, we will clean and disinfect touchpoints on equipment after it is placed.

- **What is included in a midday room refresh and an overnight room refresh?**

A midday room refresh includes removal of trash and replacement of trashcan liners, sweeping and vacuuming as necessary, and addressing any other general housekeeping procedures. Please note these refreshes will occur as meeting schedules allow and that we will not be disinfecting during normal refreshes. An overnight room refresh includes pulling trash and replacing trashcan liners, straightening chairs, replacing any soiled linen, sweeping and vacuuming, and disinfecting touchpoints.

- **What is the process for cleaning common areas and how often is cleaning done?**

Common areas are maintained throughout the day by staff following protocols based on attendance and footprint of events in the facility. The PBCCC will increase the frequency of cleaning, disinfecting, and sanitizing of high-touch surfaces using EPA-registered disinfectants. High-touch surfaces includes, but are not limited to, restrooms, door handles/knobs, staircase and escalator rails, elevators buttons, and ATM/vending machines. Additional team members will be added in high-traffic areas such as restrooms and other public spaces; increased sanitizing stations will be available to guests in public areas.

- **What is your protocol for cleaning and re-deploying equipment?**

All equipment will be sanitized after room/equipment is set by means of fogger, backpack sprayer, and/or wipe down. Meeting rooms will then be "sealed" by means of door hanger or other signage indicating the room is ready for customer use.

- **Can groups pay for additional cleaning methods?**

The PBCCC can assist Event Organizers who request or require a higher level of cleaning by bringing in a subcontractor. Additional Fees will apply. Event Organizers who would like to bring in a contractor/third party for additional cleaning can do so if the contractor operates within the scope of the PBCCC's prevailing contractual agreements. The PBCCC has several relationships in place and would happy to provide information upon request.



## Health & Safety

- **Will the PBCCC provide temperature checks on all event attendees?**  
No. The PBCCC will only perform temperature screenings for PBCCC Staff, Vendors and Subcontractors.
- **What is the process if an Event Organizer wants to do temperature checks for all attendees?**  
With sole responsibility, an Event Organizer has the right to require and administer temperature checks. This process will NOT be managed by any PBCCC Staff. Please inform your Event Manager so they can assist in identifying locations.
- **What are the PPE requirements for entering your facility and who will provide them?**  
As of June 24, 2020, Palm Beach County is requiring anyone entering into the facility must wear a mask or will not be granted access to the venue.  
  
Once the executive order is released, masks will be encouraged but not mandated. Each Event Organizer will decide the extent to which masks may be desirable.  
  
PPE for an Event Organizer's staff, exhibitors, attendees and any other personnel employed by the Event Organizer, will be the responsibility of the Event Organizer.
- **What cleaning products are being used by the PBCCC?**  
The PBCCC uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.
- **What is the cleaning process in public areas?**  
The PBCCC will achieve [\*Global Biorisk Advisory Council \(GBAC\) Star™ Certification\*](#) and will establish cleaning and sanitizing practices in line with GBAC and CDC recommendations. Standards include addressing high touch point areas a minimum of one time per hour and recorded cleaning schedules of such areas.
- **What will the PBCCC provide to enforce hygiene and transmission prevention?**
  - Sanitizing stations will be provided and strategically placed by the PBCCC to encourage healthy hygiene practices.
  - PPE will be supplied by the PBCCC for its employees, labor force and subcontractors.
  - All PBCCC employees will receive additional training and instruction on sanitizing as well as access to PPE should it be required, necessary, or requested.
  - The PBCCC will provide signage to inform visitors of the protocols in place to facilitate physical distancing and promote good hygiene.
  - COVID-19 physical distancing posters and floor markings will be placed in prominent positions such as entrances, restrooms, catering areas and throughout the building.
- **What will the Event Organizer provide to enforce hygiene and transmission prevention?**
  - PPE's for an event organizer's staff, exhibitors, attendees and any other personnel employed by the event organizer, will be the responsibility of the event organizer.
  - Physical distancing floor markings will be provided by the Event Organizer for any areas specific to their event and/or where waiting is to likely occur.





## Layouts & Room Capacities

- **What are the new capacities of the meeting rooms with physical distancing guidelines in place?**

The following guidelines are intended to be flexible and are subject to change as information and best practices are established during the various phases of our Facility Reopening Plan. Please note that all Physical Distancing capacity numbers are estimated and meant to be used as guide as each event set-up may vary. Please consult your Event Manager to review the capacities and layouts specific for your event. The following capacity criteria is subject to change according to the Physical Distancing guidelines and phases provided by the County of Palm Beach and the local Fire Marshal.

- Original Theater capacities have been revised to accommodate 6' between seats (left to right and all rows (from back of chair to front of the next chair).
- Original Classroom capacities have been revised to accommodate 2 seats per 8' classroom table and 1 seat per 6' classroom table. All rows will be a minimum of 6 feet apart (from back of first table/chair to front of the next table/chair).
- Original Banquet capacities have been revised to accommodate 4 seats per 72" round table. All tables will be set-up 8 feet apart one another (from chair backs).
- Original Hollow Square capacities have been revised to accommodate 1 seat per 6' classroom table.

- **Are you able to provide/create a floor plan for the meeting rooms we currently have contracted?**

Yes – Your Event Manager will be your primary contact to create and communicate changes to your event space layout. All room layouts must be reviewed and approved by the Event Manager. Additional approval may be required by the Fire Marshal. Contact your Event Manager for details.

- **What physical distancing guidelines and safety standards are being implemented for exhibit shows?**

- Depending upon capacities, Event Organizers will have to establish a pedestrian traffic flow plan for attendees to follow which may include a one-way system on aisles.
- All aisles will be a minimum of 15 ft. wide to accommodate two-way traffic unless they are defined as one-way in which case, they may be 10 ft. wide.
- Preference will be for exhibits to be as open as possible, but with vinyl or hard walls at a minimum height of 72" separating each booth from any adjoining exhibits. Pipe & Drape is acceptable, but not preferred.
- A minimum of 1 cross aisle if required to accommodate new pedestrian traffic flow patterns.

- **Does the PBCCC have an isolation room?**

The PBCCC Public Safety can activate an isolation room, if necessary, either for team members or if a customer wishes to include a room within their medical plan. Please ask your Event Manager to connect you with PBCCC Public Safety Manager to discuss plans and cost.



## Crowd Control

- **What is the maximum capacity for an event? (group gathering numbers)**  
Maximum numbers are based on the event's floor plans and event's needs. Event Managers will work closely with the Event Organizer to determine the capacities.
- **How will the PBCCC enforce physical distancing and crowd control?**  
The PBCCC will enforce certain protocols to ensure physical distancing such as, but not limited to, approval of floor plans, approved pedestrian flow traffic plan, encouraged pre-registration, one way aisles, separate entrance and exit door, "in" and "out" count to ensure crowd density standards are maintained, suggested staggered arrival times of attendees and separate entrance for exhibitors and staff.
- **What directional signage will you have in place, and will you be placing them for my event?**  
The PBCCC will provide signage to inform visitors of the protocols facilitating physical distancing and promoting good hygiene. COVID-19 physical distancing posters and floor markings will be placed in prominent positions such as entrances, restrooms, catering areas and throughout the building. Physical distance floor markings will be provided by the Event Organizer for any areas specific to their event and/or where waiting is to likely occur.

## Additional Questions

- **What additional costs to the Event Organizer will be affiliated with the new protocols?**  
Some associated cost may include, but not limited to, purchasing PPE, floor markings, signage and/or additional labor.
- **What new food and beverage changes have been implemented due to COVID-19?**  
New menus have been created featuring a wide selection of individually packaged meals.
  - Breaks/Concessions – All food stations will be single service items pre-wrapped in tamper-resistant packaging. Attendants are required to pour coffee at stations.
  - Banquets – All meals will be served with no presets on banquet tables. All silverware will be rolled and cannot be preset. Pre-wrapped disposable cutlery kits may be used as needed.
  - Buffets – All buffets will be single sided and served by attendants. Signage will be displayed at the beginning of the buffet lines outlining the service standards.
  - Water Coolers – All water coolers have been removed, but Bottled Water service is available for purchase through your Catering Sales Manager and water fountains are still available throughout the facility at this time.
- **What standards have been implemented for food and beverage staff due to COVID-19?**  
All service staff will use full PPE as part of their standard uniform requirements and appropriate physical barriers will be in place. All employees must complete health questionnaires at the beginning of each shift and wear masks, hairnets/hats and gloves. All areas have been designed with 6 ft. between visitors and service staff.