



Charleston
Coliseum
—◆—
Convention Center
West Virginia

**CHARLESTON COLISEUM &
CONVENTION CENTER RECOVERY AND
RESILIENCY GUIDELINES**

The Charleston Coliseum & Convention Center / Municipal Auditorium Board (CCCC) and Management Team is closely monitoring policy changes from the Centers for Disease Control and Prevention (CDC), City Government, state and federal mandates to make changes to this working document as necessary from recommended protocols.



CCCC READY

The Charleston Coliseum & Convention Center is dedicated to ensuring the safety of all guests and staff. A number of processes have been implemented to combat the spread of COVID-19 and promote healthy best practices for all future events.

Touch Point Cleaning

Members of our staff will frequently clean all public touch points throughout the facility frequently and thoroughly.

Personal Protective Equipment

All employees will wear personal protective equipment (including facial coverings).

Thermal Screenings

All staff will receive daily thermal health screenings upon entering the facility.

Hand Sanitizer Stations

38 hand-sanitizing stations will be placed in all common areas.

Signage

Informational signs on hygiene best practices & alternatives to shaking hands will be placed throughout the facility.

Social Distancing

Directional floor markings and reduced elevator passenger capacities will support social distancing efforts at all times.

Alternative Seating Capacity

Seating capacities will accommodate for social distancing and reduced occupancy.



Food & Beverage

Centerplate has a full time sanitation manager currently on the team and will work closely with local health department teams to implement necessary local and county safety measures.

Prepared to order and served packaged food options are available.


We will be offering single serve condiment and food and beverage servings.

STAY INFORMED

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CHARLESTON COLISEUM & CONVENTION CENTER RECOVERY AND RESILIENCY GUIDELINES

At the Charleston Coliseum & Convention Center (CCCC) we care deeply about our employees, community, clients and guests. When we modified operations in March, we did so in the best interest of our community and clients.

Currently, Charleston, WV is well positioned relative to many other regions. The strong support of the tourism, leisure, and hospitality sector places our community at an advantage. Our collaboration and adherence to the current [CDC Guidelines](#), [federal guidelines](#) and the [Comeback Plan from Governor Jim Justice](#) has enabled the CCCC to incrementally host modified events.

This plan presents what we will do to keep our guests, employees, and community safe. Each division and Service Partner may have their own customized set of procedures, even more detailed than the summary presented here. This plan relies on the best available science and research on sanitization methods, in consultation with Kanawha County's Health Department.

We will continue to refine and update this plan with the CCCC Board of Directors and experts provide us more advice and we will work with each client to review their event and attendee guidelines.



CHARLESTON COLISEUM & CONVENTION CENTER RECOVERY AND RESILIENCY SIX STEP PROGRAM

The Charleston Coliseum & Convention Center (CCCC) presents the following guidelines to keep our guests, employees, and community safe during scheduled trade shows, conventions and events as we incrementally host modified events.

The CCCC will implement a six-step program for a phased approach:

1. Follow City Administration recommendations for economic resiliency.
2. Observing reduced occupancy at the CCCC, physical distancing measures and following event gathering recommendations under the current [CDC](#), county, [state](#), city and [federal guidelines](#).
3. Adherence to the phased approach of [federal regional gating criteria](#) before proceeding to incrementally host modified events with transparent information accessible to the public and clients on the CCCC website.
4. Assuming that we are still in line with the scientific benchmarks, slowly begin to host modified events in phases with new and extensive safety measures. Monitor the data daily. If we need to, marginally pull back or move forward.
5. CCCC employees will be wearing masks and gloves, depending on their work assignments. Wearing a mask and gloves is uncomfortable, but it allows the CCCC to host events and increases the safety of our guests and employees.
6. Increasing cleaning and disinfecting efforts on all high-touch areas throughout the facilities.



HEALTH AND SAFETY GUIDELINES

The health and safety of our employees and guests is our number one priority. These guidelines pertain to all CCCC employees and Service Partners.

Physical Distancing

The CCCC Event Coordinators will work with Event Planners on the guidelines for specific events and participants. In public areas, practice physical distancing by standing at least six feet from other groups of people while standing in lines, using elevators or moving around the property. Table rounds, chairs, seating areas and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All meeting rooms will comply with, or exceed, local or state mandated occupancy limits. Non-contracted spaces will be monitored by staff. No handshakes.

Hand Sanitizers

Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as reception areas, entrances, stairs, elevator, escalator landings in CCCC public spaces.

Public Spaces and Communal Front of the House Areas

The CCCC staff conducts daily cleaning of all door handles throughout the facility. The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including countertops, escalators, elevators, and elevator buttons, vending machines, door handles, public bathrooms, ATMs, stair and escalator handrails, dining surfaces, all seating areas and tables.

Front of the House Signage

Health and hygiene reminders will be placed throughout the property including the proper way to wear, handle and dispose of masks. Posted signage and electronic signs will also be used for messaging and communication.

Back of the House Areas

The frequency of cleaning and sanitizing will be increased in high traffic back of house areas, with an emphasis on the employee break rooms, employee entrances, control rooms, employee restrooms, loading docks, offices, kitchens, service desks and back of house rooms.

Back of the House Signage

Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks, appropriate use of gloves (in positions deemed appropriate by medical experts), hand washing guidance, appropriate sneezing and coughing protocols, and reminders to not touch their face.

Case Notification

If we are alerted to a presumptive case of COVID-19 at the CCCC, we will work with the Kanawha County Health Department to follow the appropriate actions recommended.



EMPLOYEE'S RESPONSIBILITIES

CCCC Employees are vital for an effective sanitation and health program

Employee Health Concerns

Employees are instructed to stay home if they do not feel well and to contact their supervisor 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 of the symptoms of COVID-19 on property are instructed to immediately notify their supervisor.

COVID-19 Training

All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including food and beverage, event operations, exhibitor services and security.

Personal Protective Equipment (PPE)

Appropriate masks and gloves will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the CCCC will be provided with a facemask and be required to wear that mask while on property. Gloves will be provided to employees whose responsibilities require them as determined, including any public area attendants and event personnel in direct contact with guests.

Daily Pre-Shift & Timekeeping

Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back-of-house corridors and service elevators. Hand sanitizer will be available at each time clock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE and sanitation procedures are followed and updated per the latest expert guidance.



CCCC SANITATION AND CLEANING PROTOCOLS

The top priority for the CCCC is protecting employees, clients and the community. An essential element of our sanitation strategy includes the introduction of two forward-thinking cleaning solutions and the continued use of industrial strength scrubbing machines for coliseum and exhibit halls. The CCCC uses cleaning products and protocols that 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.

Cleaning Systems

The CCCC is using electrostatic sprayers with disinfectant and ozonated water as a cleaning agent on an as needed basis within the facility. With several systems on hand, the CCCC's green cleaning ozonated water systems utilize oxygen as a disinfectant. Compared with chlorine, the most common liquid disinfectant chemical, ozone acts as a stronger and faster disinfectant agent in destroying viruses and bacteria -the liquefied ozone is used as a cleaning agent for deep cleaning the carpets and scrubbing exhibit hall floors. This process will be enhanced by the use of foggers and used to fog out restrooms, offices and high traffic spaces.

Industrial Grade Scrubbing Machines

The CCCC utilizes industrial powered machines to sanitize and scrub coliseum and exhibit hall floors. The M70 Ride-On Sweeper-Scrubber and Tennant Ride-On Floor Scrubber machines deliver exceptional sweeping and scrubbing technology and is used to clean coliseum and exhibit hall floors after every event. These heavy-duty floor scrubbers are engineered with innovative features and substantial scrubbing power for heavy-duty, edge-to-edge cleaning in exhibit halls. The machine electrically infuses water with oxygen bubbles to create highly oxygenated water to attack and break down the dirt into small particles that is easily pulled away by the scrubber's pad –without the use of harsh cleaners.

Hand Washing Areas

There are 174 restroom sinks at the CCCC that are equipped with germicidal antibacterial soap. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All CCCC employees have been instructed to wash their hands, or use hand sanitizer when a sink is not available.

Hand Sanitizing

In addition to the 38 Purell hand sanitizer stations, the CCCC is also incorporating environmentally friendly solutions into their sanitation strategy, by securing an additional new line of hand sanitizers.

CCCC Administration Office

Employees will utilize very well-spaced workstations to ensure separation between employees whenever possible.



CCCC SERVICE PARTNER SANITATION POLICIES

Additional protocols are under review and will be added and modified as developed for all Service Partners.

CENTERPLATE

FOOD & BEVERAGE

Cleaning & Sanitizing Protocol

- a) Centerplate will continue to monitor and plan for its return to work. All equipment will be sanitized daily.
- b) Centerplate will follow all mandated 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 to be sanitized
- c) POS terminals will be sanitized between each use, before, and after each shift.
- d) Centerplate has employee screening upon arrival for all staff that includes the state mandated questionnaire.
- e) Centerplate has created a Centerplate Corporate Response Team with support from all facets of its operations focused on safety, purchasing and servicing guests in a new environment, and preparing to return to work.
- f) Centerplate has a full time sanitation manager currently on the team and will work closely with local health department teams to implement necessary local and county safety measures.
- g) Centerplate has been securing PPE equipment for team members to ensure they have the right safety measures in place when they return to work.
- h) Centerplate plans to offer new presentations, service styles and new vessels, along with modified menus to suite guests changing needs and reflect product availability.
- i) Centerplate plans for sanitizer stations at all point of service and banquet service locations.
- j) New receiving protocols are being implemented as directed by state guidelines.



AMERICAN TECHNOLOGY RENTALS, CHARLESTON SOUND, & INTERNATIONAL ASSOCIATION OF THEATRICAL STAGE EMPLOYEES #271

SERVICE PROVIDERS

Cleaning & Sanitizing Protocol

For Service Providers, a phased approach laid out by the federal government must be followed. This document contains specific guidelines for Service Providers for Phase 1.

Employee, Attendee and Vendor Health and Safety

The health and safety of our employees, attendees and vendors is of utmost importance. Key areas of focus will be:

- Social distancing and protective equipment (PPE)
- Sanitation and disinfection of common and high-traffic areas

Service Providers Phase 1 Guidelines and Best Practices:

1. Physical/Social Distancing/PPE

- a) All crew will wear masks. Masks will be provided to anyone without one or as requested.
- b) Technicians will ensure that their workspaces are a minimum of six feet apart both side-to-side and front and back from any other technicians.
- c) Any crew loading or unloading trucks will maintain a six-foot distance as they push individual cases.
- d) Project Managers or lead technicians will make decisions around safely handling equipment or cases that require more than one person to move or lift it into position.
- e) Employees and technicians will not sit next to each other on battery-powered carts or in vehicles like trucks and vans. Any individual carts or scooters will have disinfecting wipes at all times and will be wiped down before and after each use.

2. Sanitation/Disinfection

- a) Hand sanitizers and cleaning supplies will be distributed to the entire crew and refilled as needed throughout the event.
- b) A Sanitation Technician will be designated and will be responsible for following sanitation and disinfection guidelines and will perform and assist in performing and cleaning procedures required.
- c) Any shared equipment like microphones, tablets or intercom will be disinfected before, after each event, before, and after being delivered from person to person.
- d) All physical elements on stage including but not excluding podiums, lecterns, chairs, tables and stands will be disinfected between events and between individuals.
- e) Technician work areas and tables should not be covered in tablecloths or other soft goods and should be cleaned before and after each event or between crew changes.
- f) Touch screens, monitors or other equipment that must be touched or handled during the course of a workday must be disinfected before and after each event.
- g) All equipment will be sanitized and disinfected following outlined procedures upon its return to our warehouse or to a cross rental vendor.