



Plano Event Center Enhanced Venue Operation Standards in Response to Covid-19



To our valued partners,

At our core, the Plano Event Center is about taking care of people. Your safety, and the safety of your attendees and our employees has always been our top priority. Now, as we work to re-open for business, we want to reassure our shared guests that this venue will be cleaner and safer than ever before when they are ready to resume meeting once again.

To meet the health and safety challenges and expectations presented by COVID-19, we have developed an enhanced approach to our operations standards. This initiative is focused on a thoughtful venue setup, focused attention to our facility's hygiene, and the health of our employees, all while continuing to offer our trademark customer service standard.

This initiative represents a new level of focus and transparency for our operation. We have always had high standards for cleaning and safety. We are now enhancing these standards to reassure our partners and instill trust with our shared guests. Our initiative is being carried out in accordance with guidance issued by public health authorities, including the Centers for Disease Control (CDC).

I look forward to the return of every guest's full confidence to meet and travel freely. But until that day comes, know that the staff at the Plano Event Center is doing all we can to work with you to keep everyone safe and healthy. *We're in this together.*

Sincerely,

Mark Jarrell

Mark Jarrell, Manager
Plano Event Center



Enhanced Venue Operation Standards



Physical Distancing

Considered one of the most effective tools in the fight against COVID-19, social distancing includes staying at least six feet away from other groups of people in your party, including areas where guests and attendees queue. These areas should be marked for physical distancing, and where possible meeting planners should create and encourage one-way attendee flow with marked entrances and exits.

Planners should work together with our events team to stagger breaks and thoughtfully plan the timing of their programs to maximize compliance with official guidance on social distancing and crowd exposure.



Meeting Spaces

Overall venue occupancy limits will be determined in keeping with [CDC guidelines](#), and in accordance with local, state and federal directives.

Banquet and meeting room setups across the venue will be standardized to incorporate physical distancing requirements, and customized room setups should be avoided or minimized. Room turnovers and resets should be eliminated or minimized to reduce the number of 'touches' and the need to repeatedly disinfect chairs and tables.



Enhanced Signage

The venue will have additional digital and stationary signage displayed encouraging adherence to both federal recommendations as well as state and local guidance.



Audio Visual

High touch items, such as presentation remotes and lecterns will be regularly sanitized. Shared microphones and other shared equipment will be rotated out and/or sanitized between presenters. The use of shared crowd microphones and handheld microphones is discouraged.

Details of your event may be discussed in more detail with our in-house AV team.



Food & Beverage

Food and beverage service will be implemented in such a way that in-person contact with guests will be reduced and smallwares will be minimized. Traditional buffet service shall be eliminated or limited as much as possible. When offered, it should be served by an attendant wearing personal protection equipment (PPE), and utensils will be washed and changed more frequently. Sneeze guards will be employed as appropriate. Minimal items will be placed on tables to allow for disinfection in between guests, including condiments, silverware, napkins, etc. For most arrangements, the use of prepackaged foods and 'grab & go' items shall be the preferred method of food delivery.

A comprehensive overview of our food and beverage response can be discussed in more detail with our Food and Beverage team.



Meeting Room Recovery

Meeting room setups, including podiums, stages, tables, and chairs will undergo a thorough disinfection each night. Table linens, if necessary, should be changed at a higher frequency.



Public Spaces & Communal Areas

Cleaning and disinfecting public and shared areas will take place multiple times per day, with an emphasis on high-touch areas with hard non-porous surfaces including, but not limited to, venue administration counters, door handles, public restrooms, vending machines, ATMs, and handrails.



Lobby furniture will be removed to promote social distancing between attendees and guests.

Planners are encouraged to provide meal and break locations inside the building that is arranged to accommodate appropriate social distancing guidelines.

Restrooms will be modified to encourage appropriate social distancing where applicable. Entrance and exit doors will be kept open and marked “entrance” or “exit” to encourage one way traffic, and additional hand hygiene signage will be displayed.

Cleaning Products and Protocols

All hard surfaces are cleaned and then disinfected using products which are on the EPA’s list of antimicrobial products for use against the coronavirus. Hand sanitizer dispensers have been increased and will be placed at guest and employee entrances and exits as well as high-contact areas such as reception areas, meeting rooms, Plano Event Center office space, concession stand and ATMs. Cleaning products and protocols will include EPA-approved disinfectants that meet CDC requirements for use and effectiveness against viruses, bacteria and other airborne and blood-borne pathogens. For more information, please refer to [the CDC guidelines on disinfecting buildings and facilities](#).

- **Non-electrostatic Spray Application** – This disinfecting process uses battery-operated or and pump sprayers to apply disinfectant chemical onto a surface. Once the dwell time is reached, the chemical must then be wiped from the surface.
- **Manual Disinfection Process** – This disinfecting process uses Peroxide disinfectant, EPA-registered, number 1677-251, to disinfectant frequently touched surfaces or objects for appropriate contact times as indicated on the product’s label.

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on high-touch surfaces like restroom doors, meeting room doors and door handles, ATMs, handrails, countertops, dining surfaces and seating areas. Efforts also have been increased in back-of-house areas with an emphasis on employee break rooms, employee entrances and exits, loading docks, offices, security desks and on equipment shared among employees during the normal course of operations.



Shared Equipment

Shared tools and equipment will be disinfected after each shift or transfer to a new employee.



Back of the House

Cleaning and disinfecting of high touch areas will take place in accordance with CDC guidelines. Hand washing stations and access to hand sanitizer will be convenient and highly visible for venue employees.



Washing Hands & Sanitizer

[CDC guidelines](#) shall govern the duty of every person in the venue to engage in frequent hand washing and use of hand sanitizer. Hand sanitizer dispensers will be placed at key guest entrances and high traffic areas, as equipment is available. At a minimum, this will include the main entrances, pre-function areas and outside meeting room entrances. Signage throughout the venue will be displayed encouraging good hand hygiene.



Front of House Signage

During all times in which there are actionable recommendations by the CDC and/or other government health authorities, health and hygiene reminders shall be placed at high- traffic areas, including the east and west entrances, and on electronic signage displayed throughout the building.



Back of House Signage

Signage shall be posted in the employee break room and other areas employees frequently enter or exit.



COVID-19 Employee Training

All employees will receive training and materials for workplace health and safety related to items addressed specifically in the [Governor's Report to Open Texas](#), as well as additional information related to working safe in their spaces, identifying and maintaining public risk areas within their work areas and how to remain aware about potential COVID-19 symptoms or exposure.



Personal Protective Equipment (PPE)

[CDC recommendations](#) along with federal and local government regulations shall dictate the appropriate PPE to be worn by employees.



Employee & Attendee Concerns

Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the venue will be a staff-wide requirement. Employees exhibiting [symptoms of COVID-19](#) will not be permitted to work. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact venue management and/or the show manager to assure safety of all employees and attendees.

Employees will conduct a [daily self-check](#) before reporting to work and will be required, in accordance with City policy to monitor their health.



Messages to Attendees

Event planners and show managers are a critical component to ensuring the health and safety of all attendees.

Pre-event communications to attendees about health and safety protocols and expectations will set the tone for successful on-site interactions. Clients are asked to keep our venue event coordinators and event manager informed of all health and safety communications with their attendees. The health and safety protocols communicated to attendees should stress the need

to take personal responsibility to follow not only the event's guidelines, but Federal, State, and Local government guidelines as well.

How to prevent the spread of COVID-19



Wash hands often for 20 seconds and encourage others to do the same.



Use hand sanitizer with at least 60% alcohol, if no soap or water is available.



Cover coughs and sneezes with a tissue, then throw the tissue away.



Avoid touching your eyes, nose, and mouth with unwashed hands.



Disinfect surfaces, buttons, handles, knobs and other places touched often.



Avoid close contact with people who are sick.

COVID-19
CORONAVIRUS DISEASE 2019



TEXAS
Health and Human
Services

Texas Department of State
Health Services

updated 03/10/20
12:15 pm

For updates and more information, visit dshs.texas.gov/coronavirus