



# Branson Convention Center Opening Safety Guidelines



# INTRODUCTION

The purpose of this plan is to demonstrate the steps that are being taken to open the **Branson Convention Center** for all events as a result of Covid-19.

This is a fluid and evolving document that will continue to be updated as new restrictions and requirements come out. Last edited: **Sept 9, 2020.**

**To achieve the goal of a smooth and safe reopening, this plan is divided into five parts:**

## **ENVIRONMENTAL HYGIENE ..... 3**

Cleaning the facility to the highest standards

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Providing safe and enjoyable experiences

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Understanding the anatomy of our events to create physical distancing and new capacities

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Ensuring that you and your guests are provided a safe and healthy environment in which to have a successful event

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Exploring the new role for technology and equipment

# ENVIRONMENTAL HYGIENE

## VENUESHEILD™

The Branson Convention Center is managed by ASM Global.

- ASM Global established venue cleaning protocols called VenueShield™, which is available to convention centers, stadiums, arenas, theaters, and other special event spaces worldwide.
- ASM Global has also established cleaning protocols which are in use at the Branson Convention Center.
- The VenueShield Environmental Hygiene Program works with over 400 products that include the recommended requirements for disinfecting various surfaces containing:
  - Quaternary Ammonia – commercially available from Diversey as Virex II 256 or equivalent.
  - Accelerated Hydrogen Peroxides – commercially available from Diversey as Oxivir or equivalent.
  - Alcohol-Based – disinfectants must be at least 60% alcohol containing. Ethanol or isopropanol are acceptable.
  - Chlorine-Based – to include bleach solutions



## ENVIRONMENTAL HYGIENE

Nothing is more important than to demonstrate a clean and safe facility in which to do business. In order to achieve that trust, the following programs are in place:

- Deep Clean so we are prepared to host events
- Keep it Clean by adopting new protocols with enhanced frequency of cleaning using the latest chemicals to kill viruses



CLEAN  
HIGH-TOUCH



PROVIDE



INSTILL



STAFFING AND  
EMPLOYEE



INDOOR AIR QUALITY  
& MECHANICAL  
SYSTEMS

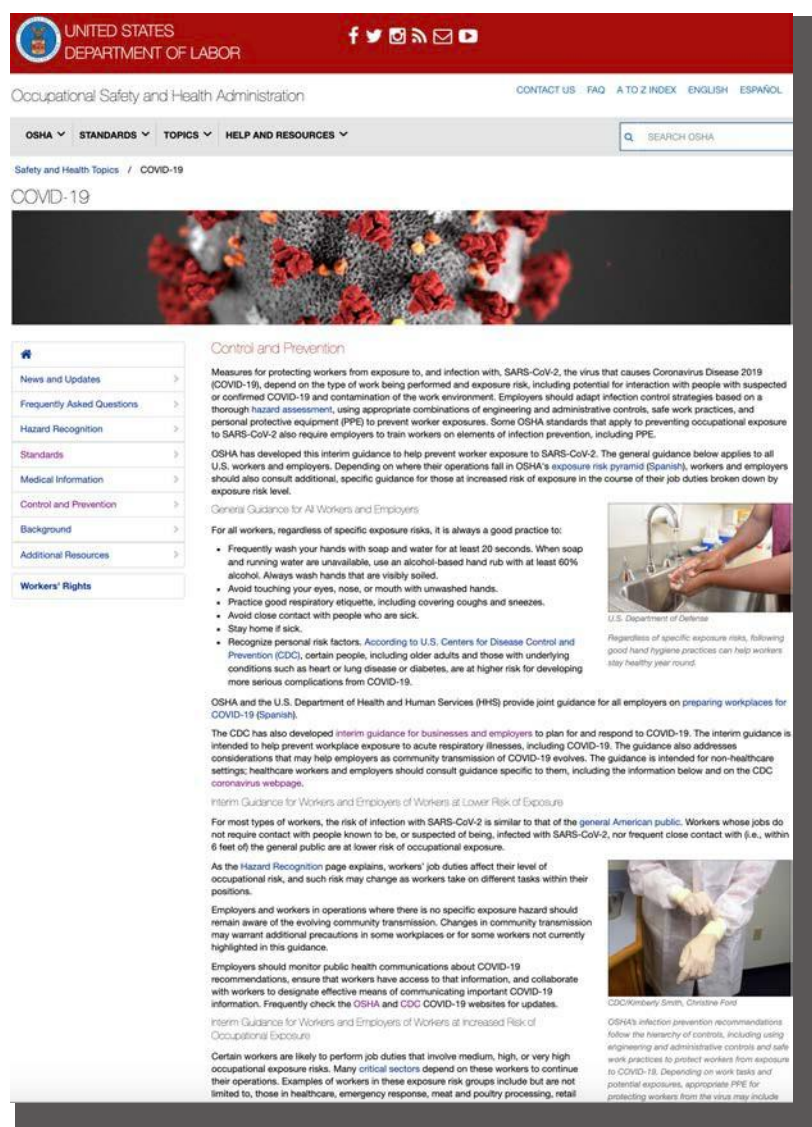




## DEEP CLEAN PROGRAM

### Back to Business Deep Cleaning Highlights

- The BCC staff conducts daily cleanings of all high touch surfaces throughout the facility. Cleaning and sanitizing occur in all public spaces with an emphasis on frequently touched surfaces including countertops, elevators, elevator buttons, door handles, public bathrooms, ATMs, dining surfaces, and all seating areas and tables.
- Clean restrooms frequently
- Health and hygiene reminders are placed throughout the property. Digital signage is also being used for messaging and communication.
- Housekeeping is trained in the latest disinfection techniques
- Installation of additional hand sanitizer dispensers, touchless whenever possible, are placed at key guest and employee entrances and contact areas such as stairs, elevators, and concourses. The BCC also has several portable Purell hand sanitizer stations that can be moved throughout our facility to service high traffic areas.
- All OSHA standards for cleaning and employee protection are met.



# KEEP IT CLEAN

- Maintaining a clean environment for returning employees and occupants by using disinfectant cleaners regularly.
- Updated procedures and staff training to address the cleaning challenges and expectations of today's COVID-19 era. Enhancements include products with shorter dwell times, increased cleaning frequencies, and upgraded cleaning validation and quality control techniques.



Centers for Disease Control and Prevention  
CDC 24/7: Saving Lives, Protecting People™

## GUIDANCE FOR CLEANING & DISINFECTING

**PUBLIC SPACES, WORKPLACES, BUSINESSES,  
SCHOOLS, AND HOMES**



SCAN HERE  
FOR MORE  
INFORMATION

### 1 DEVELOP YOUR PLAN

**DETERMINE WHAT NEEDS TO BE CLEANED.** Areas unoccupied for 7 or more days need only routine cleaning. Maintain existing cleaning practices for outdoor areas.

**DETERMINE HOW AREAS WILL BE DISINFECTED.** Consider the type of surface and how often the surface is touched. Prioritize disinfecting frequently touched surfaces.

**CONSIDER THE RESOURCES AND EQUIPMENT NEEDED.** Keep in mind the availability of cleaning products and personal protective equipment (PPE) appropriate for cleaners and disinfectants.

### 2 IMPLEMENT

**CLEAN VISIBLY DIRTY SURFACES WITH SOAP AND WATER** prior to disinfection.

**USE THE APPROPRIATE CLEANING OR DISINFECTANT PRODUCT.** Use an EPA-approved disinfectant against COVID-19, and read the label to make sure it meets your needs.

**ALWAYS FOLLOW THE DIRECTIONS ON THE LABEL.** The label will include safety information and application instructions. Keep disinfectants out of the reach of children.

### 3 MAINTAIN AND REVISE

**CONTINUE ROUTINE CLEANING AND DISINFECTION.** Continue or revise your plan based upon appropriate disinfectant and PPE availability. Dirty surfaces should be cleaned with soap and water prior to disinfection. Routinely disinfect frequently touched surfaces at least daily.

**MAINTAIN SAFE PRACTICES** such as frequent handwashing, using cloth face coverings, and staying home if you are sick.

**CONTINUE PRACTICES THAT REDUCE THE POTENTIAL FOR EXPOSURE.** Maintain social distancing, staying six feet away from others. Reduce sharing of common spaces and frequently touched objects.



CLEAN  
HIGH-TOUCH



PROVIDE



INSTILL



STAFFING AND  
EMPLOYEE



INDOOR AIR QUALITY  
& MECHANICAL SYS-

### Surfaces

- Two-step process that first removes dirt and bioburden using Spartan Clean by, 3M™ Neutral Quat Disinfectant Cleaner Concentrate 23A and 3M™ HB Quat Disinfectant Cleaner Concentrate 25A.
- We then apply EPA-approved N list disinfecting products including with Quat Tuberculocidal Husky 814 spray disinfectant cleaner (EPA REG. NO. 1839-83-8155) or Sanitizer/Viricidal Husky 803 disinfectant (EPA REG. NO. 6836-70-8155) delivered through Victory's Electrostatic Sprayers.



### High-Touch Areas

- High touch surfaces are sanitized frequently throughout the day using Spartan Hard Surface Disinfecting Wipes (EPA REG. NO. 1839-190-5741), Clorox Hydrogen Peroxide Cleaner Disinfecting Wipes (EPA REG. NO. 67619-25), or Clorox Disinfecting Wipes (EPA REG. NO. 5813-79)

### FREQUENCY

- Increased frequency of cleaning activity is visual cue to generate and maintain guest trust.



### HAND HYGIENE

There are 31 restroom sinks that are equipped with antibacterial soap.

- Hand sanitizers help eliminate illness-causing germs on hands.





## Keep It Clean

### EPA-Approved Cleaning Products



#### SAFETY DATA SHEET

#### 66 HEAVY DUTY ALKALINE BATHROOM CLEANER AND DISINFECTANT

##### SECTION 1. PRODUCT AND COMPANY IDENTIFICATION

Product name	: 66 HEAVY DUTY ALKALINE BATHROOM CLEANER AND DISINFECTANT
Other means of identification	: Not applicable
Recommended use	: Disinfectant
Restrictions on use	: Reserved for industrial and professional use.
Product dilution information	: 0.39 % - 10.94 %



#### SAFETY DATA SHEET

#### PEROXIDE MULTI SURFACE CLEANER AND DISINFECTANT

##### SECTION 1. PRODUCT AND COMPANY IDENTIFICATION

Product name	: PEROXIDE MULTI SURFACE CLEANER AND DISINFECTANT
Other means of identification	: Not applicable
Recommended use	: Disinfectant
Restrictions on use	: Reserved for industrial and professional use.
Product dilution information	: 3.125 % - 4.6875 %

## Keep It Clean

### EPA-Approved Cleaning Products



#### SAFETY DATA SHEET

#### FACILIPRO NEUTRAL FLOOR CLEANER

##### SECTION 1. PRODUCT AND COMPANY IDENTIFICATION

Product name	: FACILIPRO NEUTRAL FLOOR CLEANER
Other means of identification	: Not applicable
Recommended use	: Floor Cleaner
Restrictions on use	: Reserved for industrial and professional use.
Product dilution information	: 0.4 % - 1.6 %



#### SAFETY DATA SHEET

#### FACILIPRO Concentrated Glass Cleaner GS

##### SECTION 1. PRODUCT AND COMPANY IDENTIFICATION

Product name	: FACILIPRO Concentrated Glass Cleaner GS
Other means of identification	: Not applicable
Recommended use	: Glass Cleaner
Restrictions on use	: Reserved for industrial and professional use.
Product dilution information	: 0.39 % - 3.125 %

## Keep It Clean Frequency

- Increased frequency of cleaning activity is a visual cue to generate and maintain guest trust. The VenueShield Environmental Hygiene Program includes over 40 individual convention center SOP's for cleaning and frequency. One example of the public restroom SOP as shown below.



### Cleaning and Disinfection Standard Operating Procedure

[TOC](#)

SOP #	05.02.08.01	DATE	6/01/2020
Space Type	Restrooms		
General Requirements	Restrooms must be continuously monitored for usage and disinfected frequently during hours of operation. Observed evidence of bodily fluids outside of toilets and urinals must be disinfected immediately.		
PPE	Wear personal protective equipment, including face masks and gloves when performing cleaning and disinfecting tasks as described in SOP 05.00.06.06.		
Disinfectant	<p>The following disinfectants are listed in order of preference for most surfaces. Follow label directions for virucidal activity to determine dilution, application, and dwell time:</p> <ol style="list-style-type: none"> <li>1. Accelerated Hydrogen Peroxide (AHP) based product.</li> <li>2. Quaternary ammonium (Quat) based product.</li> <li>3. Alcohol-based product with a minimum concentration of 70%.</li> <li>4. Chlorine (bleach) - based product.</li> <li>5. Acid-based cleaning product (i.e., HCl or lactic acid).</li> </ol> <p>NOTE: For Food Contact Surfaces, Porous Surfaces and Special Precautions Refer to SOP 05.00.07.06. Following cleaning procedures described in SOP 05.00.08.06.</p>		

Components Materials	Procedures and Considerations	Frequency
Sinks	Sinks should be modified to be touchless when possible. The frequency of cleaning should correlate to the density of users.	Once every hour
Porcelain	<ul style="list-style-type: none"> <li>• Clean visible debris</li> <li>• Wet wipe or spray; verify surfaces are adequately wetted</li> <li>• Air dry</li> </ul>	Once every hour
Urinals and Toilets	Flushing devices should be modified to touchless when possible. The frequency of cleaning should correlate to the density of users.	Once every hour
Porcelain	<ul style="list-style-type: none"> <li>• Clean visible debris</li> <li>• Wet wipe or spray; verify surfaces are adequately wetted</li> <li>• Air dry</li> </ul> <p>Wipe excess material from grout and seals. Inspect porcelain fixtures for cracks and damage. Replace fixtures if unable to seal or repair damage.</p>	Once every hour
Waste Bins	<p>Use plastic liners in all waste bins.</p> <ul style="list-style-type: none"> <li>• Empty the waste bin</li> <li>• Disinfect all surfaces of the waste bin</li> <li>• Air dry</li> <li>• Replace plastic liners in waste receptacles and waste baskets</li> </ul>	Once every 2 hours
Plastic and Rubber	Remove dirt and debris from surfaces. Select a disinfectant that will not dissolve the plastic or rubber. Replace or repair plastic and rubber that is damaged, gouged, and/or pitted.	Once every 2 hours
Door	Door should be modified to touchless entry when possible. If touchless entry is not provided, prop doors open if permitted to by fire code and security procedures to minimize the number of individuals touching handles and surfaces. Frequency of disinfection should be increased if the door is heavily used, such as the primary entrance to a building or area.	Once every 2 hours

## ENVIRONMENTAL HYGIENE

Components Materials	Procedures and Considerations	Frequency
Metal - Sealed	<ul style="list-style-type: none"> <li>Mist the area with the disinfection solution.</li> <li>Sequentially wash the surface with detergent disinfecting solution.</li> <li>Wash (swab or wet wipe) any newly exposed surfaces with disinfecting solution.</li> <li>Air dry</li> </ul>	Once every hour
Wood	<p>Wood includes hardwoods, softwoods, and compressed woods. Compressed woods include woods made from: Chips (e.g. Oriented Strand Board, Oaktag) and sheets (e.g. plywood). Wood products may also be present as laminates or veneers. Laminates have a sealed surface affixed to a compressed wood surface. Veneers are very thin woods glued to other wood surfaces. Sealed wood surfaces may be sealed with stain, varnishes, paints, and other chemicals that make the wood surfaces less porous. Disinfecting of painted wood surfaces is disinfecting of the sealant layer.</p> <p>Disinfecting sequence for sealed wood:</p> <ul style="list-style-type: none"> <li>Clean debris from the surface</li> <li>Wet wipe</li> <li>Air dry</li> <li>Apply polish to prevent the finish from being damaged.</li> </ul> <p>Disinfecting sequence for un-sealed wood:</p> <ul style="list-style-type: none"> <li>Clean debris from the surface</li> <li>Wet wipe</li> <li>Allow to dry completely; increase natural ventilation to the area. Do not use fans to facilitate drying.</li> </ul>	Once every 2 hours
Painted	Choose a disinfection solution that does not remove the paint. A disinfecting solution that is too like the original paint solution (prior to curing) will remove the paint during disinfection.	Once every 2 hours
Door Handles	Frequency of cleaning should correlate to the density of users and immediately after high use events, such as when individuals are arriving, departing, or taking breaks.	Once every hour
Metal - Sealed	<ul style="list-style-type: none"> <li>Mist the area with the disinfection solution.</li> <li>Sequentially wash the surface with detergent disinfecting solution.</li> <li>Wash (swab or wet wipe) any newly exposed surfaces with disinfecting solution.</li> <li>Air dry</li> </ul>	Once every hour
Glass	<ul style="list-style-type: none"> <li>Mist the suspect area with the cleaning and disinfection solution.</li> <li>Swab, wipe, and/or squeegee</li> <li>Air dry</li> </ul>	Once every hour
Wood	<p>Wood includes hardwoods, softwoods, and compressed woods. Compressed woods include woods made from: Chips (e.g. Oriented Strand Board, Oaktag) and sheets (e.g. plywood). Wood products may also be present as laminates or veneers. Laminates have a sealed surface affixed to a compressed wood surface. Veneers are very thin woods glued to other wood surfaces. Sealed wood surfaces may be sealed with stain, varnishes, paints, and other chemicals that make the wood surfaces less porous. Disinfecting of painted wood surfaces is disinfecting of the sealant layer.</p> <p>Disinfecting sequence for sealed wood:</p> <ul style="list-style-type: none"> <li>Clean debris from the surface</li> <li>Wet wipe</li> <li>Air dry</li> <li>Apply polish to prevent the finish from being damaged.</li> </ul> <p>Disinfecting sequence for un-sealed wood:</p> <ul style="list-style-type: none"> <li>Clean debris from the surface</li> <li>Wet wipe</li> <li>Allow to dry completely; increase natural ventilation to the area. Do not use fans to facilitate drying.</li> </ul>	Once every hour
Soap Dispensers	Soap dispensers must be replaced with touchless models. Soap dispensers should be filled with antimicrobial soap. Disinfect the interior and mechanical parts of the soap dispenser when refilling the unit.	Once every hour



## ENVIRONMENTAL HYGIENE

Components Materials	Procedures and Considerations	Frequency
Metal - Sealed	<ul style="list-style-type: none"> <li>• Mist the area with the disinfection solution.</li> <li>• Sequentially wash the surface with detergent disinfecting solution.</li> <li>• Wash (swab or wet wipe) any newly exposed surfaces with disinfecting solution.</li> <li>• Air dry</li> </ul>	Once every hour
Plastic and Rubber	Remove dirt and debris from surfaces. Select a disinfectant that will not dissolve the plastic or rubber. Replace or repair plastic and rubber that is damaged, gouged, and/or pitted.	Once every hour
Water Fountain	Monitor quality of all drinking water sources. Provide touchless operation when possible. Limit the number of units in operation to verify a frequent cleaning schedule can be maintained. Encourage the use of bottled water from single use containers when possible.	Once every hour
Metal - Sealed	<ul style="list-style-type: none"> <li>• Mist the area with the disinfection solution.</li> <li>• Sequentially wash the surface with detergent disinfecting solution.</li> <li>• Wash (swab or wet wipe) any newly exposed surfaces with disinfecting solution.</li> <li>• Air dry</li> </ul>	Once every hour
Paper Towel Dispense	Paper towel dispensers must be replaced with touchless models. Dispensers that use a reusable cloth roll must be removed from service immediately. Disinfect the interior and mechanical parts of the paper towel dispenser when refilling the unit.	Once every hour
Plastic and Rubber	Remove dirt and debris from surfaces. Select a disinfectant that will not dissolve the plastic or rubber. Replace or repair plastic and rubber that is damaged, gouged, and/or pitted.	Once every hour
Counters	Remove objects and clean visible debris from the surface before starting the disinfection progress.	Once every hour
Vinyl Laminate	Disinfecting sequence for vinyl laminate: <ul style="list-style-type: none"> <li>• Clean debris from the surface</li> <li>• Wet wipe; ammonia-based detergents and disinfectants can degrade the surface and create harborage for dirt and potentially infectious materials; Don't oversaturate the surface if the surface is damaged: use enough liquid to make the surface adequately wet, but don't flood the area.</li> <li>• Wipe away remaining water and solution if permitted by the manufacturer's instructions for use.</li> <li>• Allow to air dry completely.</li> </ul>	Once every hour
Marble	Marble is a naturally porous mineral and require frequents care to verify it does not become etched or damaged in a manner that will harbor dirt and potentially infectious materials. <ul style="list-style-type: none"> <li>• Clean debris from surface</li> <li>• Wet wipe with a soft cloth or mop surfaces; avoid corrosive based cleaners</li> <li>• Allow to air dry</li> </ul>	Once every hour
Hand Sanitizer Stations	Replace with touchless dispensers. Disinfect the interior and mechanical parts when refilling the unit.  Do not use shared manually operated push pump dispensers.	Once every hour
Plastic and Rubber	Remove dirt and debris from surfaces. Select a disinfectant that will not dissolve the plastic or rubber. Replace or repair plastic and rubber that is damaged, gouged, and/or pitted.	Once every hour
Floors	Identify surface material. Remove and clean visible debris from the surface before starting disinfection progress.	Once every 4 hours
Concrete Painted	Painted concrete surfaces are addressed as painted surfaces, except that painted concrete is a special circumstance because of the porosity and small cavities present on the concrete surfaces. Painted concrete surfaces often have cracks, fissures, and small circular cavities. These defects should be repaired or sealed to verify they are not harboring dirt and potentially infectious materials. These areas can be very difficult to disinfect and should be specifically monitored for dirt and debris build up until they are repaired. Clear the sealed concrete by: <ul style="list-style-type: none"> <li>• Wet wiping with detergent solution, then decontamination solution, or</li> <li>• Low pressure misting device of detergent solution, then decontamination solution;</li> </ul> Allow to air dry completely.	Once every 4 hours

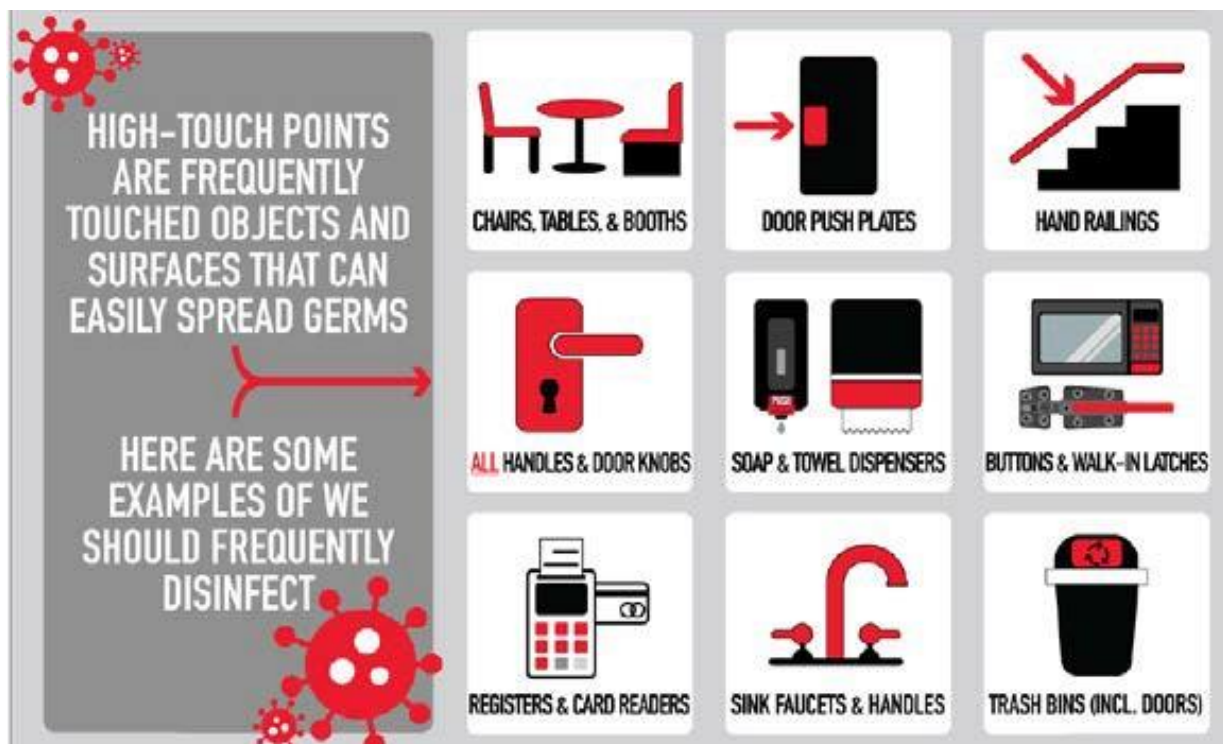
## ENVIRONMENTAL HYGIENE

Components Materials	Procedures and Considerations	Frequency
Vinyl Laminate	<p>Disinfecting sequence for vinyl laminate:</p> <ul style="list-style-type: none"> <li>• Clean debris from the surface</li> <li>• Wet wipe; ammonia-based detergents and disinfectants can degrade the surface and create harborage for dirt and potentially infectious materials; Don't oversaturate the surface if the surface is damaged: use enough liquid to make the surface adequately wet, but don't flood the area.</li> <li>• Wipe away remaining water and solution if permitted by the manufacturer's instructions for use.</li> <li>• Allow to air dry completely.</li> </ul>	Once every 4 hours
Ceramic Tile, Vinyl, Linoleum	<p>Tiles and floor surfaces are disinfected using hard surface disinfecting solutions.</p> <ul style="list-style-type: none"> <li>• Clean visible debris</li> <li>• Wet wipe or mop surfaces</li> <li>• Air dry</li> </ul>	Once every 4 hours
<b>Walls</b>	Walls that need cleaning and disinfection are walls that can be easily touched. More frequently touched wall will require more frequent disinfection.	Once a day
Concrete Painted	<p>Painted concrete surfaces are addressed as painted surfaces, except that painted concrete is a special circumstance because of the porosity and small cavities present on the concrete surfaces. Painted concrete surfaces often have cracks, fissures, and small circular cavities. These defects should be repaired or sealed to verify they are not harboring dirt and potentially infectious materials. These areas can be very difficult to disinfect and should be specifically monitored for dirt and debris build up until they are repaired.</p> <p>Clear the sealed concrete by:</p> <ul style="list-style-type: none"> <li>• Wet wiping with detergent solution, then decontamination solution, or</li> <li>• Low pressure misting device of detergent solution, then decontamination solution;</li> </ul> <p>Allow to air dry completely.</p>	Once a day
Vinyl Laminate	<p>Disinfecting sequence for vinyl laminate:</p> <ul style="list-style-type: none"> <li>• Clean debris from the surface</li> <li>• Wet wipe; ammonia-based detergents and disinfectants can degrade the surface and create harborage for dirt and potentially infectious materials; Don't oversaturate the surface if the surface is damaged: use enough liquid to make the surface adequately wet, but don't flood the area.</li> <li>• Wipe away remaining water and solution if permitted by the manufacturer's instructions for use.</li> <li>• Allow to air dry completely.</li> </ul>	Once a day
Ceramic Tile, Vinyl, Linoleum	<p>Tiles and floor surfaces are disinfected using hard surface disinfecting solutions.</p> <ul style="list-style-type: none"> <li>• Clean visible debris</li> <li>• Wet wipe or mop surfaces</li> <li>• Air dry</li> </ul>	Once a day
<b>Handrails</b>	Verify the entire surface of the handrail is being cleaned and disinfected. This includes the underside where fingertips rest while the handrail is being grasped.	After use
Metal - Sealed	<ul style="list-style-type: none"> <li>• Mist the area with the disinfection solution.</li> <li>• Sequentially wash the surface with detergent disinfecting solution.</li> <li>• Wash (swab or wet wipe) any newly exposed surfaces with disinfecting solution.</li> <li>• Air dry</li> </ul>	After use



## BCC TEAM TRAINING & SAFETY

- BCC is committed to creating a safe and clean environment for our team members and guests by deploying enhanced staff training programs.
- What is COVID-19 and how it will change our operation
- INFECTION PREVENTION
  - New Products
  - High Touch Surface Schedules
  - Cleaning vs. Sanitation
- Safety Training and Visual Aids
  - Respiratory Hygiene
  - Physical Distancing
  - PPE





## Building Systems and HVAC



Air quality improvements include:

- Increasing fresh air intake/air change rates during occupied event hours.
- Ongoing process of replacing HVAC filters with high efficiency filters regularly
- Pre-return inspection of all Life Safety Systems





# Food and Beverage Service at the Branson Convention Center is provided by SAVOR...Branson, a division of ASM Global



The following actions are being taken to provide catering and concession services in a manner designed to minimize the risk to our team members and guests. Savor...Branson follows all mandated CDC, federal, state, and local requirements and/or recommendations.

## SERVSAFE MANAGER ONSITE

A ServSafe Certified Manager will be onsite during all events



### SERVICE ENHANCEMENTS

- Minimize human contact points
- Eliminate the shared use of serving utensils, condiments, etc.
- Suspend self-serve buffet style service
- Remove loose cutlery and instead provide wrapped cutlery
- Offer individual servings, including plated with lids, boxed meals, or action stations with sneeze guards and attendants
- Sanitizer dispensers are located at all points of Food and Beverage Service.

### DISINFECTING

- Frequently touched surfaces (door handles, hand sinks, ice machines, hand railings, refrigerator & freezer handles, cart handles) are washed and disinfected every two hours throughout the workday
- Work and food production areas are disinfected frequently with approved food surface disinfectant
- At the end of the last shift for the day, after the food production areas have been cleaned, they are disinfected with an approved food surface disinfectant and allowed to air dry



### OPERATIONAL COMMUNICATION

- Practice social distancing while traveling to work
- Follow approved check-in procedure, including
- Daily temperature check for staff
- Change into work clothes, storing outside clothes in locker
- Post stay-at-home posters outside entrances to dining areas and kitchens
- If you think you may be ill, DO NOT GO TO WORK
- Stay at home and seek medical attention!

#### SIGNS & SYMPTOMS:

- Fever: 100.4°F (38°C) or above
- Cough
- Shortness of breath/difficulty breathing

\*Self-isolate and seek medical advice if you develop any of the above symptoms.\*



## HAND WASHING

- Wash your hands thoroughly for at least 20 seconds
- Dry with a single use towel
- If you don't have soap and hot water, use at least 60% alcohol
- Provide sanitizer stations



## PERSONAL PROTECTIVE EQUIPMENT (PPE)



- Proper PPE helps prevent the virus from spreading
- Savor...Branson will supply staff with appropriate, government approved PPE once they enter the workplace
- Require staff to put on supplied PPE, including face mask, hair covering, beard net, and gloves following approved procedure
- Provide sanitizer on common areas
- Implement 'Touchless' product delivery and provide disposable gloves to incoming deliveries

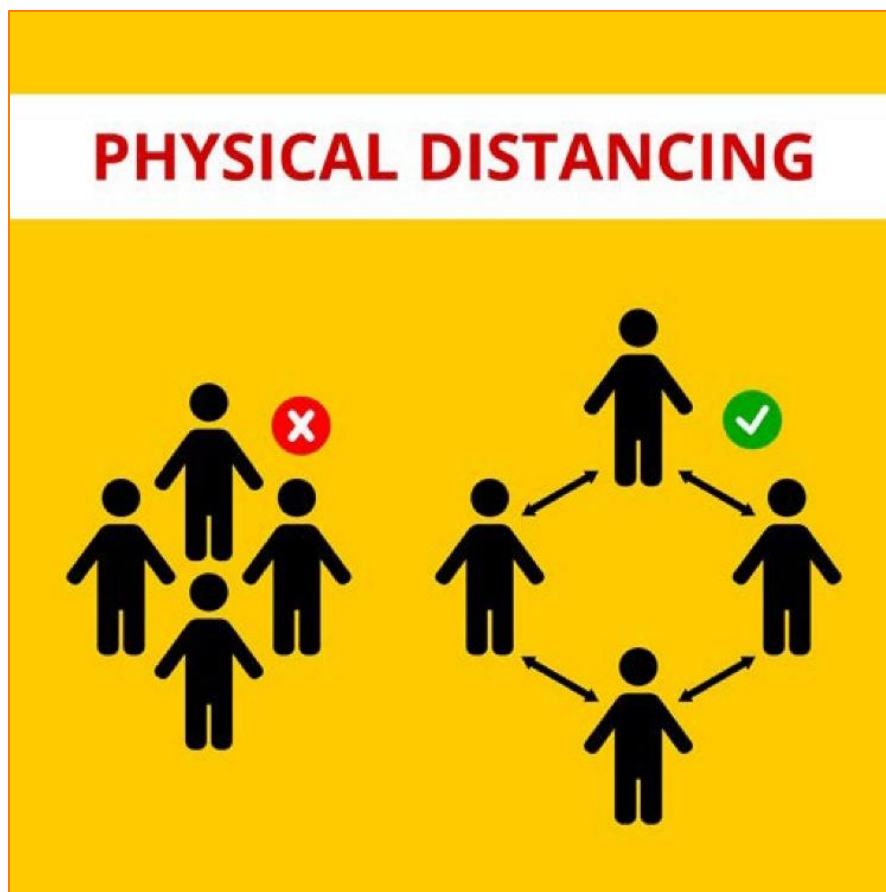


### PHYSICAL DISTANCING FOR WORKSPACES

- Stay 6 feet (2 Meters) apart
- Prevent employees from grouping together
- Stagger breaks and meal periods
- Mark guidance spots on the floor to show proper physical distancing

### PHYSICAL DISTANCING FOR SERVICE AREAS

- Limit number of guests in a room according to facility policy
- Physical distancing on seating and waiting lines / egress & ingress to event spaces, mark on floor where practical
- Hand sanitizers or sanitizer touch pads at entrance and around service areas



# CUSTOMER JOURNEY

- The heart of the Branson Convention Center's reopening plan is focused on the customers who use the facility every day.
- Outlined below is the journey all customers and attendees will take to use our facilities. It begins when the customer arrives to the center and follows major assets a convention center provides: exhibition halls and meeting rooms
- Recognizing the need to reinforce physical distancing and proper safety protocols this plan outlines a series of recommendations for the use of these spaces
- Provided in this plan are examples of reduced capacities in meeting spaces with examples showing meeting room drawings for various functions
- As food is an integral part of any convention or tradeshow experience, we describe how catering and concessions will operate

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Room  
& Ballroom

4.0  
Exhibit Halls

5.0  
Concession  
& Catering



# ARRIVAL & DEPARTURE

## Elevators/Stairs

- The Branson Convention Center has installed floor graphics in all elevator cars to promote social distancing. The recommended capacity for our elevators is two people.
- Hand sanitizer units are positioned in the BCC elevator lobby, for clients and attendees to use immediately upon entrance or exit from the elevators.
- Signage has been posted around the elevators, encouraging the use of stairs as another social distancing alternative.

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& Catering



# ARRIVAL & DEPARTURE

## ATTENDEE ARRIVAL

- Floor graphics will be applied indicating safe distancing
- Having the Convention Center doors propped open at peak times to limit the need to touch door handles
- Recommend staggering of opening times or sessions and exhibit halls to allow attendees to arrive in smaller groups while maintaining proper physical distance

## REGISTRATION AREAS

- Recommend non-interface/touchless registration
- Encourage print-at-home or scan with phone/digital while staggering in person registration times
- Add plexiglass shields to all counters, on front and sides, to guard human interaction, especially at registration, information counters, managers stations, etc.
- Space tables so there is 6' between them. No more than one person per table.

## BADGES

- Mailing badges, name tags and flow prior to show start
- Recommend pre-printed badges and no badge collection

## SPACING

- Provide footprint floor applications 6 feet and increase queue line length with markings for spacing

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Room & Ballroom

4.0  
Exhibit Halls

5.0  
Concession & Catering





# PUBLIC CIRCULATION

## COMMON AREAS & CONCOURSES

- Adhere to density and attendance protocols
- Aisles should be directional and use arrows and wayfinding with physical distancing reminders
- Encourage color-coded badges to scheduled times that attendees can only visit certain parts of the hall to distribute crowds. For example:
  - 8am to 10am (Aisles 100-500 - Blue badges; Aisles 600-1000 – Red badge; Aisles 1100-1500- Green badges)
  - 10am to noon (Aisles 100-500 - Green badges; Aisle 600-1000 – Blue badges; Aisles 1100-1500 - Red badges)

## PUBLIC RESTROOMS

- Non-essential restrooms will be closed during move-in and out days to maintain and focus on the highest foot traffic restrooms
- Provide touchless bathroom appliances (toilets, soap, paper towels)
- Provide touchless entry and exit options

## ADA ACCOMMODATIONS

- Continue to maintain access in all ingress and egress plans into and around the facility
- Reduced capacity in room sets will still offer enough accessible seating, including companion seats, to comply with disability laws

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Room & Ballroom

4.0  
Exhibit Halls

5.0  
Concession & Catering



# PUBLIC CIRCULATION

## HANDLING A GUEST WHO BECOMES ILL WHILE IN BCC CENTER

- If a guest presents in a manner that could be COVID-19 related, we have dedicated room in Branson Convention Center to isolate and evaluate the individual and plan for transport
- On active event days, add more holding rooms if demand becomes necessary

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Room  
& Ballroom

4.0  
Exhibit Halls

5.0  
Concession  
& Catering



# MEETING ROOMS & BALLROOMS

## CAPACITY

- Reduce capacity per room to adhere to distancing guidelines
- Reconfigure our typical setups to new parameters around meeting space that allows for interactions with social distancing

## LAYOUTS

- Space furniture according to distancing guidelines
- Meeting room chairs will need to be set at 6' distance
- Theater layouts designed with 6' spacing

## PATRON FLOW

- Hand sanitizers at strategic locations
- Create entrance doors and exit doors into each room where possible
- Recommend staggering start/end times in meeting rooms
- Provide ample time between sessions to allow for cleaning rooms (more than standard 15 minutes)

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Room  
& Ballroom

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

# MEETING ROOMS & BALLROOMS

## THEATER LAYOUT SAMPLE

### STANDARD MEETING ROOM SETUP

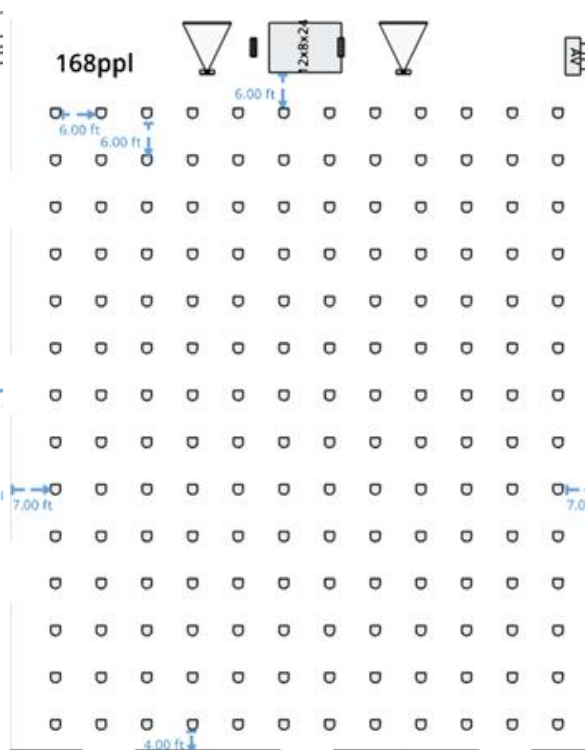
- Minimum 4' aisles between rows and around the perimeter
- Up to 20 chairs attached together

### SOCIAL DISTANCED MEETING ROOM SETUP

- Minimum 6' aisles between rows and around the perimeter
- No chairs attached together



SAMPLE NORMAL



SAMPLE PHYSICAL DISTANCED  
CAPACITY (168)

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Room  
& Ballroom

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

# MEETING ROOMS & BALLROOMS

## CLASSROOM LAYOUT SAMPLE

### STANDARD

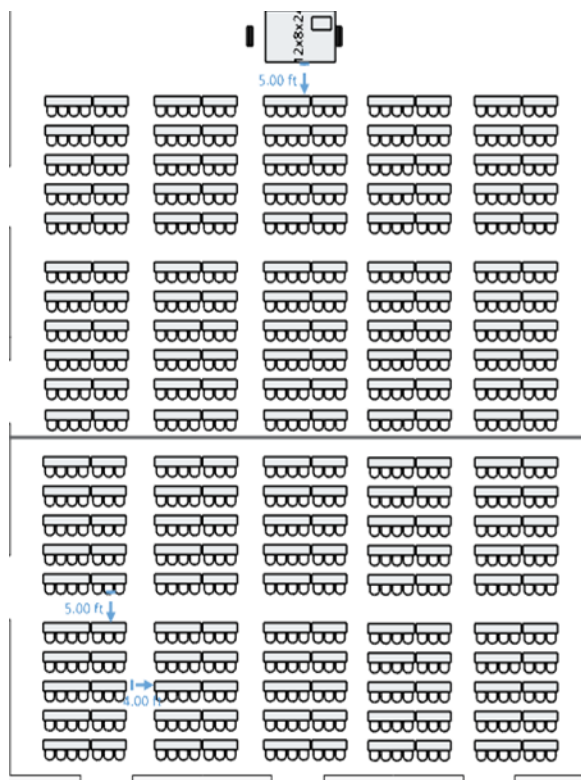
#### MEETING ROOM SETUP

- Minimum 4' aisles between rows and around the perimeter
- 4 per table, with maximum of 4 tables set together

### SOCIAL DISTANCED MEETING

#### ROOM SETUP

- Minimum 6' aisles between rows and around the perimeter
- 1 per table, with a maximum of 2 tables set together



SAMPLE NORMAL



SAMPLE PHYSICAL DISTANCED  
CAPACITY (130)

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Room  
& Ballroom

4.0  
Exhibit Halls

5.0  
Concession  
& Catering



# MEETING ROOMS & BALLROOMS

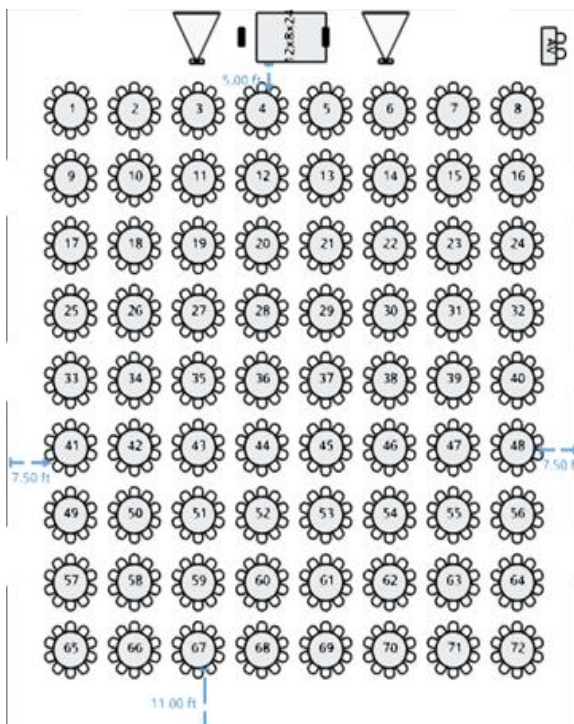
## BANQUET LAYOUT SAMPLE

### STANDARD MEETING ROOM SETUP

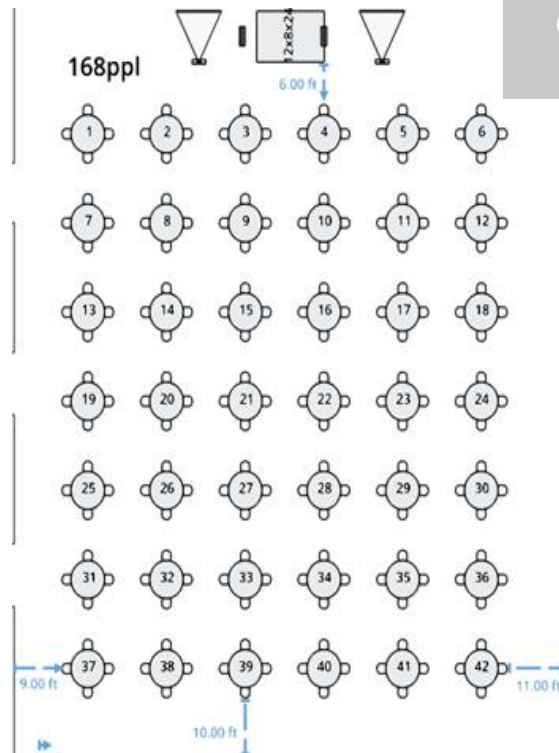
- Minimum 5' aisles between rows and around the perimeter
- 10 chairs set per round

### SOCIAL DISTANCED MEETING ROOM SETUP

- Minimum 6' aisles between rows and around the perimeter
- 4 chairs set per round
- 8' spacing between rounds



SAMPLE NORMAL



SAMPLE PHYSICAL DISTANCED  
CAPACITY (168)

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Room  
& Ballroom

4.0  
Exhibit Halls

5.0  
Concession  
& Catering

# EXHIBIT HALLS

## Recommendations for Show Managers and their contractors

### CAPACITY

- Limiting attendee flow per hour or per 4-hour segment would allow scheduled visiting times to the show floor
- Segment the show days to 3 segments per day (i.e.: Attendee segment one: 7am-11am)
- Manage amount of attendees and exhibitors in exhibit hall/ specific areas with counting and controlled entrance area
- Congestion signage to indicate when an aisle or area is too crowded
- Staggered entrance times and entrance locations based on company and show zoning
- Encourage appointments with exhibitors to manage timing and flow more effectively

### LAYOUTS

- For smaller booths - make sure that there is a 1' "buffer zone" in the front of the booth for attendees to step out of the aisle to reduce congestion
- Place dividers in middle of 20', 15' or 12' aisles to manage traffic flow and attendee intermingling
- Wider Aisles – 10' Minimum; Wider Cross-Aisles
- Buffer spaces in between booths

1.0  
Arrival & Departure

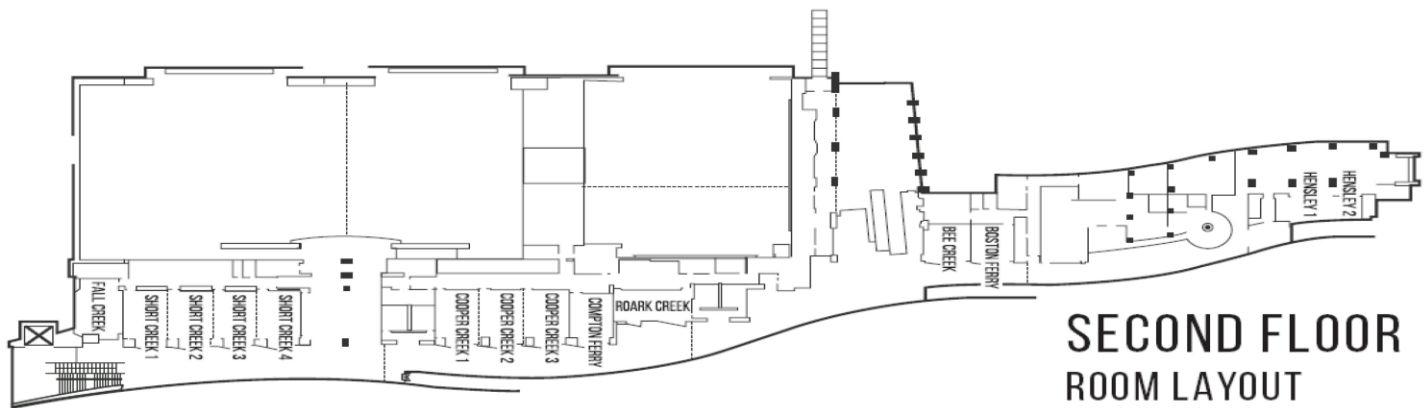
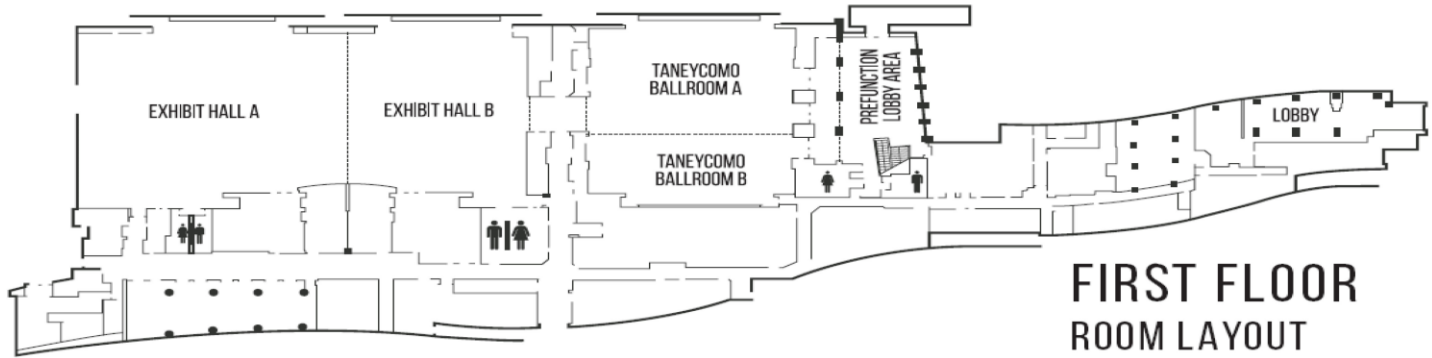
2.0  
Public Circulation

3.0  
Meeting Room & Ballroom

4.0  
Exhibit Halls

5.0  
Concession & Catering

# CUSTOMER JOURNEY



# EXHIBIT HALLS

## PATRON FLOW

- A queue line to enter exhibit hall with pre-defined or controlled path
- Entrance units to include graphics on COVID-19 safety standards with possible speaking reel to remind attendees of regulations
- One Direction/One-Way aisles for Entry and Exit - only have exhibitors on one side of aisle to limit congestion

## CONTRACTORS

- Labor Check in stations with 6' queue separations and floor markings
- PPE (gloves, masks, sanitizers readily available) protocols
- Implement health/security ambassadors on all shows
- Tailgate talk information each morning about distancing when working in booths and working with exhibitors
- Safety: Instruction on proper use of masks
- Limit number of workers riding in a cart, no sitting side-by-side
- Space out labor sign-in locations to assure it is distanced

1.0  
Arrival & Departure

2.0  
Public Circulation

3.0  
Meeting Room  
& Ballroom

4.0  
Exhibit Halls

5.0  
Concession  
& Catering



# EXHIBIT HALLS

## MATERIAL HANDLING

- Wipe down of equipment prior to use
- Equipment assigned and not shared throughout a shift (i.e. forklift)
- Industrial spray down of all furniture with tags indicating when it was last sanitized with the date and hour
- Spray down of all carpets when installed
- Move-in will require heavy targeting with exhibitors completing set and leaving to allow others to enter
- All drivers must stay in their vehicles at delivery

## EXHIBIT BOOTH RECOMMENDATIONS

- Guidelines for interactions (no hand shaking)
- Individually packaged giveaways or booth snacks
- Appointments or blocks of time assigned by attendee
- No performances or live demos that gather crowds
- Limit booth staff to adhere to social distancing
- Rental hand sanitizer units for exhibitors to place next to any hands-on contact location
- Provide simple peel and stick 24" floor lines for exhibitors to apply in their booth space in front of counters or demo locations
- Provide hand sanitizer units to place next to any hands -on contact location

1.0  
Arrival & Departure

2.0  
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3.0  
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4.0  
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# CONCESSIONS & CATERING

## CATERING & RETAIL SERVICE AREAS

- Limit number of guests in a room according to building policy
- Physical distancing on seating and waiting lines/egress & ingress to event spaces, mark on floor where practical
- Hand sanitizers around service areas

## NO SELF-SERVICE BUFFET

- Minimize human contact points
- No shared use of utensils, food, beverages, condiments, etc.
- Only individual servings, plated with lids or boxed or action stations with sneeze guards and attendants
- Individual bottled/canned beverages
- No loose cutlery, use banquet cutlery rollups (airline packs)

SEE ALSO, FOOD SERVICE SECTION PAGE 18

1.0  
Arrival &  
Departure

2.0  
Public Circulation

3.0  
Meeting Room  
& Ballroom

4.0  
Exhibit Halls

5.0  
Concession  
& Catering



# OUR WORKFORCE

To ensure that you and your guests are provided a safe and healthy environment in which to have a successful event, our team members provide important safeguards and services. Our management team monitors member activities to ensure that our safety and health protocols are followed appropriately. The following best practices have been adopted utilizing local, state and federal regulations as our guides:

## COVID-19 Training

Our team members understand that they have a duty to take reasonable care not only for their own health and safety, but also for the health and safety of others. In order to ensure this, the following training has been adopted:

- COVID-19 safety and sanitation protocols to include a comprehensive program for our members with frequent guest contact such as housekeeping, food and beverage, event operations, and security.
- Proper cleaning and sanitation procedures within each respective work area.
- Signage throughout the facility to remind members of their important responsibilities to combat the spread of COVID-19 virus.
- Frequent communication regarding updated guidelines designed to keep members, clients and guests safe and healthy.

## Health Concerns and Pre-Screening

- Team members are instructed to stay home if they do not feel well and to contact their manager if they notice a coworker, vendor or guest exhibiting any symptoms of COVID-19.
- Proper personal hygiene is expected, to include the use of hand sanitizers, ample hand washing, appropriate respiratory etiquette and social distancing.
- Health pre-screenings are conducted upon arrival to the facility to include a health check questionnaire and a temperature check.

## Personal Protective Equipment

- Protective face coverings are worn by members while performing their job duties in common areas, event spaces and food preparation areas, as well as whenever social distancing



## OUR WORKFORCE

requirements cannot be met.

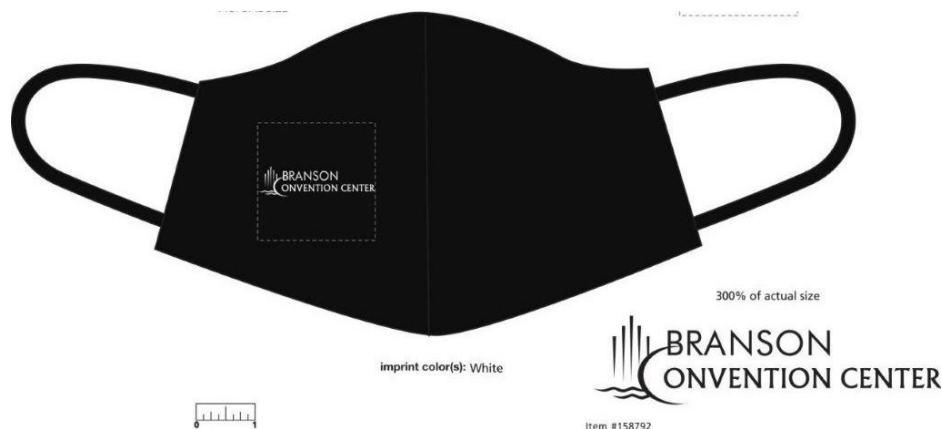
- Gloves are worn by members while performing tasks associated with sanitation, disinfection and food preparation.

## Shared Resources

- The use of other member's phones, desks, offices or equipment is discouraged.
- The cleaning and sanitation frequency of equipment such as vending machines, refrigerators, beverage machines and microwaves are increased.

## Spatial Separation

- Every team member follows appropriate social distancing while performing their tasks throughout the facility.
- Arrival hours and break times are staggered, and traffic flow patterns are established.
- Onsite team meetings and gatherings are limited. When meetings are scheduled, they are held in areas that accommodate safe distancing. Virtual platforms are utilized whenever possible to minimize the likelihood of exposure.
- Work schedules are developed to include only essential team members who provide necessary event services, while ensuring the level of customer service you and your guests expect.



# EMPLOYEE HEALTH QUESTIONNAIRE



## ARE YOU EXPERIENCING ANY OF THESE SYMPTOMS?

- ☐ None of the BELOW

## OR ONE OR MORE OF THE FOLLOWING:

- ☐ Fever ( $>100.4^{\circ}\text{F}$ ), chills, or sweating
- ☐ Difficulty breathing
- ☐ Cough
- ☐ Sudden loss of taste and/or smell
- ☐ Sore throat
- ☐ Aching throughout the body
- ☐ Vomiting or Diarrhea

## ARE YOU TAKING MEDICATION FOR THE ABOVE SYMPTOMS?

- ☐ Yes
- ☐ No

## IS SOMEONE YOU LIVE WITH EXPERIENCING ANY OF THESE SYMPTOMS?

- ☐ None of the BELOW

## OR ONE OR MORE OF THE FOLLOWING:

- ☐ Fever ( $>100.4^{\circ}\text{F}$ ), chills, or sweating
- ☐ Difficulty breathing
- ☐ Cough
- ☐ Sudden loss of taste and/or smell
- ☐ Sore throat
- ☐ Aching throughout the body
- ☐ Vomiting or Diarrhea

## IS SOMEONE YOU HAVE COME IN CONTACT WITH AT WORK EXPERIENCING ANY OF THESE SYMPTOMS?

- ☐ None of the BELOW

## OR ONE OR MORE OF THE FOLLOWING:

- ☐ Fever ( $>100.4^{\circ}\text{F}$ ), chills, or sweating
- ☐ Difficulty breathing
- ☐ Cough
- ☐ Sudden loss of taste and/or smell
- ☐ Sore throat
- ☐ Aching throughout the body
- ☐ Vomiting or Diarrhea

## IN THE LAST 14 DAYS, HAVE YOU TRAVELED OUTSIDE YOUR NORMAL DAILY ROUTINE?

- ☐ Yes
- ☐ No

## IN THE LAST 14 DAYS, WHAT IS YOUR EXPOSURE TO OTHERS WHO ARE KNOWN TO HAVE COVID-19?

### ONE OF THE FOLLOWING

- ☐ I live with someone who has COVID-19
- ☐ I've had close contact with someone who has COVID-19
- ☐ I've been near someone who has COVID-19
- ☐ I've not had exposure

PRINTED NAME \_\_\_\_\_ SIGNATURE & DATE \_\_\_\_\_

\*If any of these answers change over the course of the next week I recognize I need to notify my manager immediately.



Thank you for your participation in helping our  
Community combat the spread of COVID-19.



### SHIPPING AND RECEIVING AREAS

- Routing instructions and plans to avoid deliveries through employee or main entrance and instead route through areas that will minimize contact
- Separating shipping and receiving areas from the general population
- Require personnel handling mail and parcels to wear PPE to receive parcels, mail and other deliveries, and train them in the proper use and disposal of PPE
- Sanitizing the exterior of packing if appropriate, removing items

### ELEVATORS / ESCALATORS

- Physical distancing queue management for waiting passengers
- Signage inside elevator cars displaying healthy elevator use protocols - this may include floor stickers to establish distancing zones and describe where and how to stand
- Review of elevator cleaning processes, and updates to ensure on-going cleaning of high touch surfaces like elevator panels and buttons

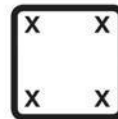
#### SOCIAL DISTANCING TIPS: **ELEVATOR ETIQUETTE**



- AVOID OVERCROWDING
- LIMIT THE NUMBER OF OCCUPANTS IN THE ELEVATOR TO 2 - 4 PEOPLE



- WEAR A CLOTH FACE COVERING WHEN IN THE ELEVATOR
- STAND NEAR THE FOUR CORNERS OF THE ELEVATOR AND AWAY FROM OTHER OCCUPANTS



- AVOID TOUCHING YOUR FACE AFTER PUSHING BUTTONS



- WASH YOUR HANDS WITH SOAP OR SANITIZE YOUR HANDS AFTER LEAVING THE ELEVATOR



Thank you for your participation in helping our Community combat the spread of COVID-19.



# FREQUENTLY TOUCHED SURFACES

Frequently touched surfaces are reservoirs for viral pathogens. By reducing the frequency of physical contact with items in the workplace that are also touched by others, individuals can reduce their exposure to communicable diseases

In addition to providing disinfectant sprays or wipes adjacent to each touchpoint, BCC Center will implement the following to reduce touchpoints, when possible:

## LIGHT/POWER SWITCHES:

- Affix signage to remind occupants to keep switches on all day
- Provide disinfectant dispensers

## DOOR:

- Affix doors in an open position

## CHAIRS:

- Remove unnecessary fabric upholstered chairs
- Affix notices to each chair reminding occupants to avoid or disinfect touchpoints

## AVOID TOUCHPOINTS

- Provide disposable wipes so that common touchpoints (e.g., doorknobs, light switches, desks, desktop peripherals, remote controls, and more) can be disinfected by employees before each use
- Minimize touchpoints by removing coffee pots and the like, eliminate open food items

① LOOK, NO HANDS...



②



 **StepNpull**.com  
PAT. PENDING



# TECHNOLOGY & EQUIPMENT

- As BCC continues to operate with physical distancing protocols, the need to increase technology to promote virtual sessions will increase
- New and improved ways to promote touchless technologies for events will become the new normal
- Equipment that provides added safety and security for visitors will be needed

## TECHNOLOGY CAPABILITIES

- With a redundant 10G network, BCC is positioned to support greater than usual bandwidth needs that may arise from show-side requirements to offer additional virtual options
- We can support additional overflow requirements to easily connect multiple rooms due to physical distancing in meeting rooms
- Hybrid event packages that include on site presentations for offsite attendees, multiple rooms broadcasting the same presentation and other custom packages
- The ability to track crowds through the event space with WIFI tracking maps
- The ability to deploy custom access point configurations to meet the needs of your event



# TECHNOLOGY & EQUIPMENT

- Two 10GB trunks provide Internet connectivity for the BCC to support failover redundancies to meet the needs of the industry's biggest power users
- A full 10G facility fiber network throughout BCC allows broadcasts from or to any place in the venue
- Wireless access points support 2.4 and 5.0 GHz to ensure all devices can connect
- BCC's preferred AV provider, Liberty Services is in-house to provide everything needed for any type of hybrid meeting



	PRESENTERS	ATTENDEES	CREW
REMOTECAST	Remote	Remote	Remote

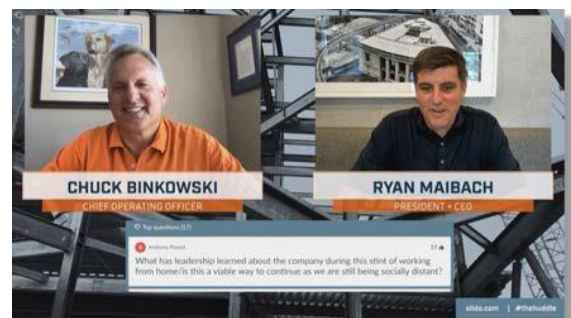
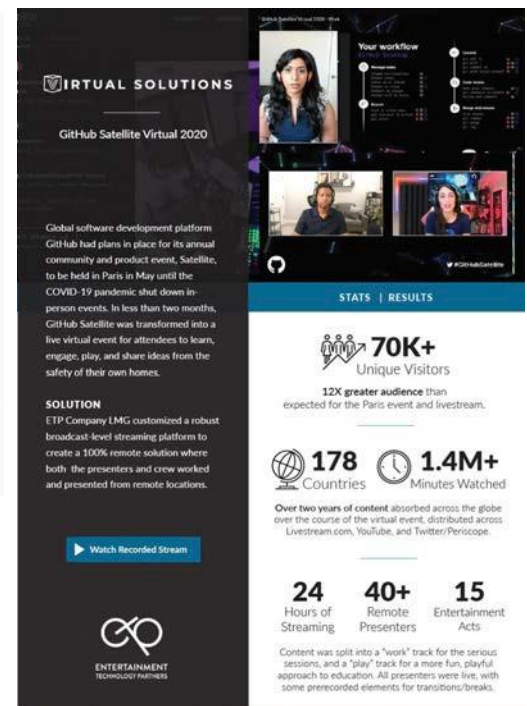


	PRESENTERS	ATTENDEES	CREW
BROADCAST	Remote/On-site	Remote	Remote/On-site



	PRESENTERS	ATTENDEES	CREW
EVENTCAST	Remote/On-site	Remote/On-site	Remote/On-site

- Virtual conferences
- Studio broadcast presentations
- Event presenters streamed online
- Main events broadcast to multiple event areas



# TECHNOLOGY & EQUIPMENT

## VIRTUAL CONFERENCES

A 10GB+ trunk provides Internet connectivity for the BCC to support failover redundancies to meet the needs of the industry's biggest power users

- Total virtual experience from home
- Virtual lobbies to navigate the event
- Live networking, video playback and additional options available
- Virtual exhibit hall with live interaction
- Video on demand option



## REMOTECAST

- Up to 8 presenters at once but more can be added and removed during the event
- Easy login
- Video playback
- Custom graphics and branding
- Q&A and polling
- Remote teleprompting



## STUDIOCAST

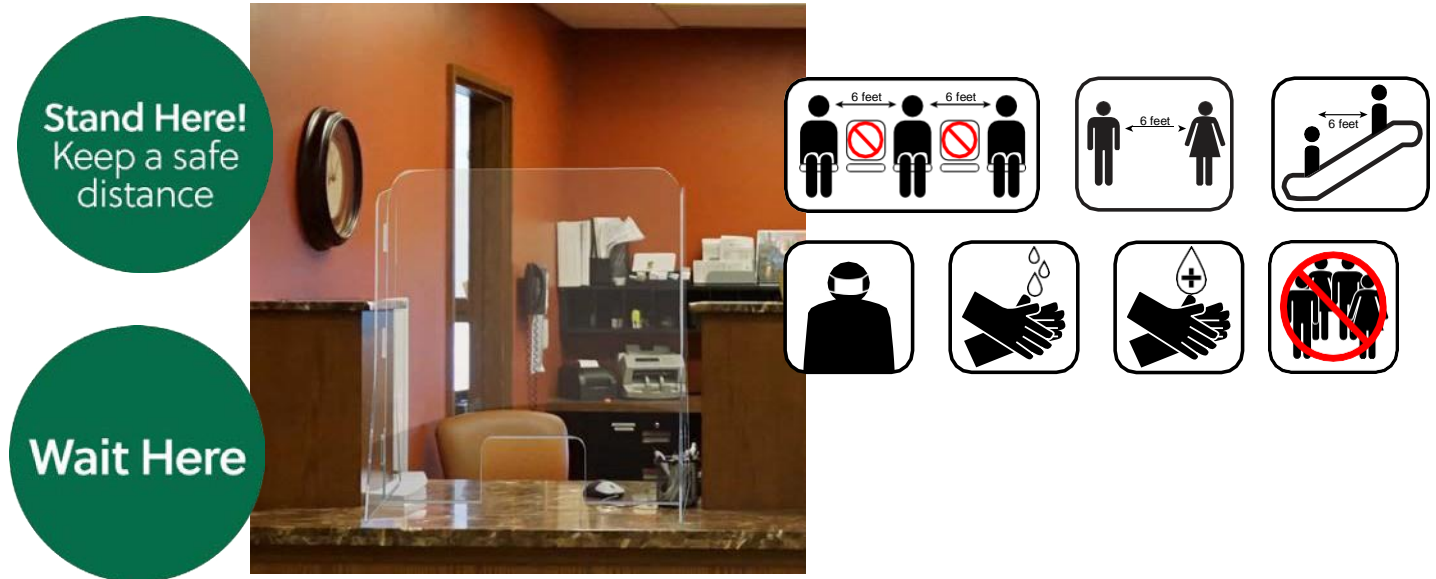
- Up to 8 presenters at once but more can be added and removed during the event
- Easy login
- Video playback
- Custom graphics and branding
- Q&A and polling
- Remote teleprompting



## EVENTCAST (hybrid)

- Customizable hardware solution with improved flexibility and reliability
- Extends presentations to multiple rooms
- Live interaction with in-house audience
- Same features as Remote Cast and Event Cast
- Custom scenic design and branding

# PHYSICAL EQUIPMENT



## TECHNOLOGY GAINING POPULARITY

Examples of technology that BCC is monitoring for future practical application within the facility



Virtual Conference Platforms



Virtual venue animations in online conferences

### FEATURES:

- Scans one person at a time
- High-speed body temperature detection with facial recognition
- 5 ft. detection range
- Wall mount, table stand, and floor stand available (pricing includes one option)
- Medical grade accuracy



Thermal Scan Body Temp Recognition







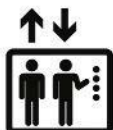


Face Covering Required in Accordance with  
City of Branson Ordinance 2020-0072

IT IS A VIOLATION OF THE LAW  
TO ENTER THE PREMISES  
WITHOUT A FACE COVERING.  
IF YOU DO NOT FEEL WELL  
PLEASE GO HOME. PLEASE  
MAINTAIN AT LEAST SIX FEET  
(6') OF DISTANCE BETWEEN  
INDIVIDUALS THAT ARE NOT  
FAMILY MEMBERS OR DO NOT  
RESIDE TOGETHER.

# SAMPLE MESSAGING

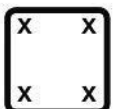
## SOCIAL DISTANCING TIPS: ELEVATOR ETIQUETTE



- AVOID OVERCROWDING
- LIMIT THE NUMBER OF OCCUPANTS IN THE ELEVATOR TO 2 - 4 PEOPLE



- WEAR A CLOTH FACE COVERING WHEN IN THE ELEVATOR



- STAND NEAR THE FOUR CORNERS OF THE ELEVATOR AND AWAY FROM OTHER OCCUPANTS
- AVOID TOUCHING YOUR FACE AFTER PUSHING BUTTONS



- WASH YOUR HANDS WITH SOAP OR SANITIZE YOUR HANDS AFTER LEAVING THE ELEVATOR



Thank you for your participation in helping our Community combat the spread of COVID-19.



## PROTECT YOURSELF & COWORKERS FROM COVID-19



- STAY HOME IF YOU ARE SICK WITH A COUGH OR FEVER SYMPTOMS



- STAY 6 FEET AWAY FROM OTHER CUSTOMERS AND STAFF AS MUCH AS POSSIBLE



- USE A FACE COVERING WHILE YOU ARE HERE



- WASH YOUR HANDS WITH SOAP OR SANITIZE YOUR HANDS AFTER CONTACT WITH FREQUENTLY TOUCHED SURFACES



Thank you for your participation in helping our Community combat the spread of COVID-19.



## HOW TO WEAR A MASK?

Use surgical masks instead of N95 masks.



It should **COVER YOUR MOUTH, NOSE AND CHIN**, with the coloured side facing outwards.



**PINCH THE METAL EDGE OF THE MASK** so that it presses gently on your nose bridge.



Remove a used mask **HOLDING ONLY THE EAR LOOPS.**



To be effective, **CHANGE YOUR MASKS REGULARLY OR IF SOILED OR WET.**



**WASH YOUR HANDS WITH SOAP AND WATER** after disposing the soiled mask properly into a bin.

## REMOVING PROTECTIVE GLOVES



1. Pinch and hold the **outside** of the glove near the wrist area.



2. Peel downwards, away from the wrist, turning the glove **inside-out**.



3. Pull the glove away until it is removed from the hand, holding the **inside-out** glove with the gloved hand.



6. Continue to pull the glove down and over the **inside-out** glove being held in your gloved hand.



5. Peel downwards, away from the wrist, turning the glove **inside out**.



4. With your un-gloved hand, slide your finger's under the wrist of the remaining glove. **Do not touch** the outer surface of the glove.

# CONCLUSION

The goal is to demonstrate to employees and customers that attending events at the Branson Convention Center is safe.

It is achieved by enhanced cleaning protocols, new ways of providing food service, understanding the customer journey to promote social distancing, safely returning our employees to work, embracing new forms of technology to enhance the experience, and explaining what we are doing and why.

To achieve the goal of a smooth reopening this plan is divided into six parts:

## ENVIRONMENTAL HYGIENE

Cleaning the facility to the highest standards

## FOOD SERVICE

Providing safe and enjoyable food

## CUSTOMER JOURNEY

Understanding the anatomy of our events to create physical distancing and new capacities

## WORKFORCE

Returning our at-home workforce to the job site to serve our customers

## TECHNOLOGY & EQUIPMENT

Exploring the new role for technology and equipment