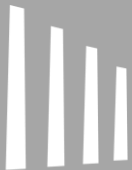


# KANSAS CITY CONVENTION CENTER

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KANSAS CITY  
CONVENTION  
CENTER

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## HEALTH AND SAFETY INITIATIVES

The Kansas City Convention and Entertainment Facility is working closely with the City of Kansas City Missouri Health Department to ensure we operate in accordance with the guidelines, directives and public health recommendations set forth by the Centers for Disease Control (CDC) and local health authorities. With the assistance of our partners in federal, state and local governments, as well as industry associates, we will put in place the appropriate resources and strategies to host events in our facilities. We will continue to review our policies and procedures on a regular basis to ensure they meet the highest standards of our industry. We have provided an ongoing plan for operating our facilities that includes additions and changes to our current Building Operating Guidelines. These revised guidelines are subject to change.

### I. CLIENT AND GUEST HEALTH AND SAFETY

- **Occupancy:** Leased space will be limited to the allowable occupancy mandated by the City of Kansas City Missouri, Director of Public Health.
- **Social Distancing:** Attendees should maintain social distancing by remaining at least six-foot away from other guests. This includes standing in line, restrooms, using elevators and escalators or moving around the facility.
- **Points of Access:** Points of entry and exit may be limited or redirected to allow for appropriate social distancing and occupancy control.
- **Face Mask / Covering:** All employees or visitors to any indoor public accommodation must wear a face mask / covering in an area or while performing an activity which will necessarily involve close contact or proximity to co-workers or the public where six feet of separation is not feasible.

#### Exceptions:

- Minors, though CDC guidance strongly recommends that children over age ten wear face coverings.
- Persons who have disabilities that:
  - Prevent them from comfortably wearing or taking off a Face Covering.
  - Prevent them from communicating while wearing a Face Covering.
- Persons who have a respiratory condition that is exacerbated by the wearing of a Face Covering.
- Persons who have been told by a medical, legal, or behavioral health professional not to wear a Face Covering.
- Persons who are engaged in consuming food or drink while adequately distanced from other patrons.
- Persons who are hearing impaired, or communicating with a person who is hearing impaired, where the ability to see the mouth is essential for communication.
- Persons who are obtaining a service involving the nose or face for which temporary removal of the Face Covering is necessary to perform the service.
- **Handwashing/Hand Sanitizer:** Hand sanitizer dispensers are located throughout the facility at high traffic attendee contact areas including, but not limited to; lobbies, concession stands, restrooms, elevator and escalator landings. Handwashing with soap is vital to help combat the spread of virus. Attendees are encouraged to wash their hands, or use sanitizer when a sink is not available, as frequently as possible and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, smoking, eating, drinking and entering and leaving the facility.

<https://www.cdc.gov/handwashing/when-how-handwashing.html>

- **Signage:** Front and Back of house signage will display health/hygiene and social distancing reminders and shall be placed in high traffic areas. Electronic signs throughout the building will also be used for messaging and communication.

<https://www.cdc.gov/coronavirus/2019-ncov/communication/social-media-toolkit.html>

- **Contact Tracing:** The Kansas City, Missouri Health Department recommends Event planners should maintain a log of all customers who attend meetings and events. Logs should be kept for 30 days before discarding/deleting. Any information collected will be kept confidential, to the extent allowed by law, and be utilized only for public health purposes or to address public health concerns.
- **Case Notification:** If management is alerted to a presumptive case of COVID-19 in the facility, we will work with Event Planners and the Health Department to follow the appropriate recommended actions. Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the facility shall be a staff-wide requirement. Guests and employees exhibiting symptoms of COVID-19 will not be allowed inside the facility. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager and the individual should be quarantined, provided a mask and evaluated by medical staff. Employees who tested COVID-19 positive should not return to the workplace until 72 hours after symptoms have subsided and they have been cleared by a physician.

<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>

## II. CLIENT AND GUEST EXPERIENCE

The Kansas City Convention and Entertainment Facilities will work with Event Planners to develop a comprehensive plan to assist clients and guests with understanding the unique protocols and procedures of their event.

- **Arrival:** Clients and guests should be directed to limited entrances and greeted by guest services employees. Lobby doors identified as points of entry and exit can be propped open to limit contact with high touch surfaces.
- **Floorplans:** Traffic flows should be designed to maximize space and adhere to recommended social distancing guidelines. This includes registration, meeting rooms, exhibit floor, lobbies or any area utilized by an event.
- **Pre-Event Cleaning:** Prior to occupants entering the facility, KCCEF will execute a thorough cleaning and disinfection program throughout the facility. A top to bottom cleaning approach will be implemented using EPA registered disinfectants approved for public use, with continuous focus on cleaning and disinfection of high touch surfaces.
- **In-Event Cleaning:** During events, KCCEF will frequently disinfect high touch surfaces in public space.
- **Post Event Cleaning:** All public and back of house areas will be cleaned and disinfected each night once the event has concluded. The facility will implement electrostatic disinfection technology to sanitize equipment and large areas of the facilities.

## III. SOCIAL DISTANCING

Social Distancing Requirement includes maintaining at least six-foot social distancing from other individuals. The Kansas City Convention and Entertainment Facilities will work with event planners and service providers to implement and adhere to social distancing guidelines. As a multipurpose-event facility we will collaborate with all stakeholders when there are multiple events in the facility to ensure an effective plan of action.

- **Queuing:** Any area where guests are queued should be clearly marked for appropriate social distancing. This includes but is not limited to entrances, registration, exhibitors, elevator lobbies, food service and concession stands.
- **Grand Ballroom, Conference Center and Meeting Rooms:** Table and chairs will be set to maintain occupancy and social distancing guidelines. Some room sets and configurations may not be possible due to social

distancing guidelines. Room changeovers are subject to review and approval based on distancing guidelines. Catering services will be adjusted and replaced by alternative service options to maintain social distancing. Cleaning and disinfecting of all third party provided audio-visual equipment is the responsibility of the client's designated Audio-Visual provider.

- Exhibit Halls: Exhibit hall aisle width should be designed to allow social distancing. Exhibit Hall diagrams are subject to Fire Marshall approval based on occupancy, social distancing guidelines and fire code. Interactive demonstrations and displays that encourage involvement from the public should adhere to social distance guidelines and proper hygiene procedures. Promotional tables and displays with free products should adhere to social distance guidelines and proper hygiene procedures. Displays, booths and vendor areas are required to be regularly disinfected by the General Contractor or their Sub-Contractor. The cleaning and disinfecting of all provided audio-visual equipment is the responsibility of the client's designated Audio-Visual provider.
- Registrations and Lobbies: The facility recommends virtual pre-registration. Any onsite registration operations should follow social distance guidelines. Seating areas that do not follow social distance guidelines in lobbies are prohibited. Social distance signage should be posted throughout the facility. Registration areas must be regularly disinfected by client's General Contractor or their Sub-Contractor.
- Restrooms: Social distancing signage will be installed to assist with the guest experience.
- Water fountains: Closed until further notice. Social distancing signage will be installed to assist with the guest experience.

#### IV. EMPLOYEE AND SERVICE PROVIDER RESPONSIBILITIES

Facility employees and service provider employees should not come to the workplace if they feel ill and are instructed to contact their supervisor and stay home if they do not feel well.

- Social Distancing: Employees should maintain six-feet of space between themselves, co-workers and guests where possible.
- PPE: Employees will be advised to wear a face mask when social distancing is not possible.
- Hand washing: Washing hands with soap and water is the preferred method. Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When soap/water is not available, alcohol-based sanitizer is recommended. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.

<https://www.cdc.gov/handwashing/when-how-handwashing.html>

- Pre-Shift Meetings: Supervisory pre-shift meetings with employees will be conducted in areas that allow for appropriate social distancing. Larger departments will stagger employee arrival times to minimize traffic volume in back-of-house corridors and service elevators. Hand sanitizer has been installed at each timeclock location. 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.

#### V. CLEANING PROCEDURES AND PRODUCTS

Our facility uses cleaning products and protocols which meet EPA and CDC guidelines and are approved for public use against COVID viruses, bacteria and other airborne and blood borne pathogens. We are working with our vendors, distribution partners and suppliers to ensure a continuous supply of cleaning products and necessary PPE.

Post event cleaning follows a top to bottom approach with product guidance from an EPA approved manufacturer to achieve the most effective dwell time. This is a two-step process to prepare the space for occupancy. Step one involves the removal of organic material and bioburden. Step two applies EPA-approved disinfecting products with emerging viral pathogen claims on high touch surfaces and equipment. We will implement the use of enhanced disinfecting products such as Virex 256 II and Oxivir Tb Wipes on high touch surfaces. We will implement electrostatic disinfection sprayer technology to enhance our ability to disinfect and sanitize an increased quantity of equipment and larger areas of the facility.

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>  
<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>  
<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>  
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

- **Public Space:** The frequency of cleaning, sanitizing and disinfecting has been increased in all public space. A significant emphasis has been placed on, but not limited to; frequent high touch surfaces including counters, elevators and elevator buttons, door handles, public restrooms, ATMs, escalator and stair handrails, tables, chairs and seating areas.
- **Back of House:** The frequency of cleaning, sanitizing and disinfecting will also increase in high traffic back-of-house areas with an emphasis on the employee break rooms, employee entrances, employee restrooms, loading docks, offices, kitchens and security areas.

## VI. FOOD AND BEVERAGE OPERATIONS

Food and Beverage operations will focus on limiting the transmission of pathogens from guests to food, improving operations to ensure proper sanitation and expanding training for employees. While we anticipate measures to limit crowds will be enacted, this section addresses how we will manage crowds in the highest volume area of the operation.

Our primary objective is to ensure guests remain safe and healthy, therefore we have included new policies on service offerings, such as:

- Configuring points of sale differently to maintain social distance
- Adding barrier guards
- Expanding cashless options
- Providing employee protective equipment and gear

These measures, in conjunction with amplified cleaning and sanitization processes outlined further in this plan will transform operations in concession areas.

- **Concession Stands:** Concession stands will adhere to social distancing guidelines. Signage will be installed to keep guests distanced from one another. Employees inside concession stands will follow social distance guidelines where possible. Clear acrylic concession point of sale barriers will be installed. Employees will be required to wear facemasks. Disposable food service bags, containers and pre-wrapped utensils will be provided to guests. Self-serve open condiments will no longer be provided. All condiments will be in single serve packages. Hand sanitizer will be provided for guests and employees at points of sale. Cashless transactions will be promoted. Dedicated food service attendants will keep kiosks sanitized and to monitor guest compliance.
- **Catering:** Catered functions will adhere to social distancing guidelines. Signage will be installed to keep guests distanced from one another. Self-serve buffet style food service is not permitted until further notice. Catered food items will be preset on tables during plated meals to provide more social distancing between customer and employees. Items that need to be preset [salad, dessert] shall be contained in a vessel that has a lid or closure. The entrée plate cover would be removed in front of the guest at the table. Shared food

and beverage items will be eliminated and replaced with packaged items (i.e. beverages, bread, butter, salt, pepper). Linen napkins would be replaced with a high-end linen like disposable. Hand sanitizer will be provided for guests and employees.

- Bars: Bar operations will adhere to all social distancing requirement guidelines. Signage will be installed to keep guests distanced from one another. Open cups and glass service will be eliminated. Beverages will be served in single serve cans and bottles. Self-serve garnish options for drinks will be eliminated. Straws and lids will be available on request. Hand sanitizer will be provided for guests and employees.

## VII. ONSITE FIRST AID

This protocol has been developed to provide a guide and consistent approach to the confirmed or suspected COVID-19 patient onsite.

### Signs and Symptoms:

- Fever of at least 100.4 F
- Cough
- Difficulty breathing or shortness of breath
- Muscle aches
- Headache
- Fatigue

### Risk Factors:

- History of travel to or from affected geographic area within 14 days of symptom onset.
- Any persons, including healthcare workers, that have had close contact with confirmed or suspected COVID-19 patients within 14 days of symptom onset.
- Close contact is being defined as within 6 feet (2 meters) of a COVID-19 patient for a prolonged period of time. Close contact can occur while caring for, living with, visiting, or sharing a space or room with a COVID-19 patient.
- Having direct contact with the infectious secretions of a COVID-19 patient.

### Request for Onsite Medical Attention:

Identify the chief complaint and/or signs and symptoms of COVID-19 through questioning including the identification of risk factors such as close contact with an infected person or travel to identified "HOT SPOTS".

Depending on how the questions are answered and what information is provided, medical staff should be alerted to evaluate the scene and take appropriate precautions to minimize potential exposure.

All care and treatment should be based on the most up to date COVID-19 clinical recommendations provided by the CDC and the appropriate public health authorities and EMS Medical Direction. Medical staff shall do their best to approach the patient without assistance from industry partners while wearing surgical mask, gloves and safety goggles.

Medical staff can return to First Aid and don the appropriate PPE if needed or inform other staff members or industry partners of what precautions need to be taken. Any patient taken to First Aid, the door must remain closed to reduce the exposure to the public and industry partners.

### Recommended Personal Protective Equipment (PPE):

Medical staff who provide care for a possible COVID-19 patient or anyone who will be in First Aid with the patient should follow standard precautions and use the recommended PPE described below:

- An N-95 mask or higher-level respirator. An N-95 mask is the minimum level of protection that should be considered when performing any aerosol-generating or high-risk clinical procedure.
- Eye protection such as safety goggles or face shields that fully covers the front and sides of the face. Personal eyeglasses are NOT considered adequate eye protection.
- Patient exam gloves, as double gloving is preferred.
- Isolation gowns and/or Tyvek Suits should be strongly considered for aerosol -generating procedures, care activities where splashes and sprays are anticipated, and high contact patient care activities that provide opportunities for transfer of pathogens to the clothing of the Medical staff.

### Patient Assessment:

Initial assessment should begin from a distance of at least 6 feet from the patient when possible. Determine if there are signs of respiratory infection or other signs and symptoms consistent with COVID-19 infection. It is impossible to determine COVID-19 infection without testing and most patients in the prehospital setting have not access to testing to confirm their current status.

### Airway and Breathing:

1. Place a surgical mask on the patient if this has not already been accomplished. Maintain SPO<sub>2</sub> at >90%. If oxygen is needed, a nasal cannula with a surgical mask placed over the nasal cannula is the preferred method of oxygenation. If the patient is persistently hypoxic, consider a nonrebreather mask. A surgical mask can be placed over the nonrebreather to reduce the aerosolizing of pathogens.
2. If the patient has shortness of breath with wheezing due to bronchospasm, DO NOT administer nebulized breathing treatments. Instead of nebulized treatment, consider having the patient take 2-4 puffs of their own metered-dose inhaler if available.
3. Aerosolizing procedures (oral airways, BVM ventilations or airway suctioning) should be accomplished with extreme caution and only once the appropriate PPE with airborne precaution are in place.

### Decontamination:

Following contact with all patients, especially with suspected or confirmed COVID-19 patients, the decontamination of the scene and First Aid should occur. Wear the appropriate level of PPE during the cleaning and decontamination of the scene, First Aid Room and medical equipment. All surfaces that may have come in contact with the patient, Medical staff, or any materials contaminated during patient care must be thoroughly cleaned and decontaminated using an EPA registered disinfectant appropriate for COVID-19.