



A GUIDE FOR **SHOW ORGANIZERS**

LAS VEGAS CONVENTION CENTER

DECEMBER 8, 2020

LAS
Vegas
CONVENTION AND
VISITORS AUTHORITY



THE HEALTH AND SAFETY OF OUR EMPLOYEES AND GUESTS IS OUR NUMBER ONE PRIORITY.

This plan presents what we will do to keep our guests, employees, and our community safe. We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures. All state mandates must be complied with in addition to the information listed.

Employees and guests will be advised to practice social distancing by maintaining at least six feet of separation from other people while standing in lines, using elevators and escalators or moving around the property. All meeting spaces, food services areas, registration and information areas, etc. will be arranged to ensure appropriate distancing. All LVCC areas will be compliant with local or state mandated occupancy limits.

The LVCC is also among the first convention centers in the nation to pursue the prestigious GBAC Star Accreditation Program, an accreditation that establishes gold standard cleaning, disinfection and infectious disease prevention protocols that meet or exceed the industry's highest standards of cleanliness for pathogens like the novel coronavirus.

This third party accreditation focuses on:

- Having the best procedures in place that will uphold strict cleaning protocols for infectious disease
- Making handwashing facilities and/or sanitizing systems easily accessible to everyone
- Masks and social distancing mandates and recommendations that help prevent the spread of infectious diseases
- The proper training of employees to carryout preventative measures and reporting functions
- The effective use of approved disinfectant chemicals and delivery systems to ensure everyone's safety
- Response protocols for skilled professionals to address potentially infected people and/or places within the facility

NEAR-TERM MEASURES TO PROTECT EMPLOYEE HEALTH

- Direct everyone who can work from home to do so
- Reasonable accommodation must be provided to employees who are vulnerable to COVID-19
- Employees should not come to work if they are ill

- Employees who have been exposed to someone with a known, or suspected communicable disease or illness such as COVID-19, suspects they are, or could be, asymptomatic of a communicable disease or illness, is subject to mandatory or suggested quarantine, or receives a report of a communicable disease or illness from a health care provider, are required to notify their human resources department as soon as possible

MEASURES TO PROTECT EMPLOYEE HEALTH FOR RETURN TO WORK

- Symptomatic screening of all employees arriving to work; designated entrances with temperature check/questionnaire and mask issued
- Employee Protocols/Training
 - Personal hygiene i.e. hand washing, shared equipment sanitizing
 - Define/restrict distances for customer interactions
 - OSHA compliant PPE, (use and disposal)
 - Office protocols i.e. face to face meeting sizes, virtual communications, telework
 - Event Specific briefings/event protocols
 - Shift briefings following distancing protocols
 - Staggered shift arrival/departures
 - Work station distancing
 - Defined distancing for breakroom/employee dining area
 - Increase sanitizing frequency of employee shared areas, i.e. breakrooms, copy rooms, etc.
 - Protocols distributed and posted in conspicuous locations
 - Response/recovery protocols to suspected/confirmed cases
 - Reporting protocols for guests/employees displaying symptoms.
- Adequate disinfectant and related supplies in stock and available
- Hand sanitizer, soap and water readily available to all employees and customers
- Management to ensure employee compliance with all protocols/procedures
- Incident Response Plan updated
- Reduce instances of shared tools and equipment

COMMUNICATION PLAN/SIGNAGE

- Facility communication plan – hygiene messaging
 - Increased facility messaging on digital advertising boards
 - Wi-Fi splash page information
 - Website banner
 - Client/event specific website
 - Booth flyers
 - Targeted client email, (with-in 6 months and 6 months plus).
 - Facility P/A system
- Messaging includes GBAC Star Accreditation
- Signage at each public entrance to inform all customers and employees that they should
 - Not enter the facility if they are ill, have a cough or fever
 - Maintain a six-foot distance from one another
 - Eliminate handshakes and reduce physical contact
- Additional semi-permanent signage in lobbies, restrooms, meeting rooms and exhibit hall
- Additional signage at transportation arrival/departure areas
- Sample signage:



PUBLIC SPACES

- Guests must wear face coverings while on the property
- Face masks will be available to guests for purchase
- Use of thermal cameras at entry points at show's discretion and cost
- Hand sanitizer station locations will meet GBAC Star Accreditation standards
- Buffer zones/metering lines at entrance to maintain physical distancing
- Designated entrance doors and exit doors
- If client is using thermal cameras, a secondary screening area is required for each entrance
- All staff trained to monitor for density
- Guests will enter the LVCC through doors that are automated or manually operated by a Guest Services Attendant
- Designated directional walking paths/lanes
- Lobby and plaza seating reconfigured to allow for distancing
- Floor markings installed to designate physical distancing in queuing locations
- Comprehensive cleaning and inspection of the facility prior to the event
 - Enhanced cleaning and disinfection of high frequency contact points
 - Use of GS Neutral Disinfectant Cleaner, a known virucidal agent effective against 2019-nCoV
 - Increase meeting space cleaning/disinfection daily
 - Hourly restroom sanitizing
 - Increased back of house cleaning frequency
 - All customer use equipment sanitized (room keys, microphones etc.) and cleaning plan developed
 - Increased frequency of waste removal and strengthened waste separation
 - Pre-event checklist developed (pre-event inspection, public space cleanliness, room reset etc.)
- Occupancy of elevators will be limited to guests traveling as companions or number required to maintain physical distancing measures
- Guests will be encouraged to sanitize hands or use a tissue, wipe, stylus or other sanitary items to press elevator buttons
- Signage will be posted at each elevator bank to explain protocol
- Guests not following social distancing guidelines will be warned and may be asked to leave
- Attendee survey/questionnaire to gauge level of confidence with experience

MEASURES TO INCREASE SANITIZATION

- Appoint and train a hygiene subject matter expert to conduct staff training
- Deep clean prior to start of event
- Supply disinfecting wipes near all touch points
- Assign employees to disinfect all touch points on a frequent basis
- Cleaning and disinfection of restrooms will follow CDC guidelines
- Electrostatic sprayers utilizing approved disinfectant on high-touch surfaces during off-peak hours.
- UV lights incorporated to disinfect select areas
- Air quality/HVAC
 - Increased frequency of outdoor air exchange rate
 - Increased air filter quality rating to MERV 13 and increased replacement rate of air filters

EVENT REGISTRATION

- Control crowd density standards by limiting the number of visitors
- Off-site registration encouraged, i.e. hotel lobby, shuttle bus pickup area, airport etc., parking lot pavilion
- Encourage event producers to provide every registered attendee a “personal care” amenity kit with hand sanitizer, disinfecting wipes, latex gloves and a personal face mask
- Electronic, badge-less, mail only registration encouraged
- Encourage advanced, online registration utilizing digital badges/QR codes for contactless access
- Only on-site badge pick-up/reprint stations located in remote locations
- Of on-site registration is preferred, recommend:
 - Six foot spacing of registration counters
 - One customer/staff per counter
 - Line spacing markings
 - Required Plexi-glass partitions on all counters
 - By appointment only
 - Self-service only option encouraged
- Use of mobile apps or registration records to assist proper authorities with contact tracing efforts

EXHIBIT HALL/EXHIBITORS

- Pedestrian flow control **recommendations**
 - Staggered/scheduled entrance/departure times into convention center
 - Extended exhibit hall hours
 - Staggered admission into exhibit halls divided into time slots evenly spread over event period
 - Limited attendance/monitored attendance
 - Additional entrances
 - Designated density monitoring (real time)
 - All aisles a minimum of 12 ft. wide, unless defined as one way, then 10 ft. wide minimum.
 - Dividers (i.e. low drape, stanchion, tensa barrier) placed in center of 20', 15', 10' aisles
 - Aisles defined with lanes/direction of flow to create single direction aisles
- Booth design **recommendations**
 - Unit/size designed for physical distancing
 - Plexi-barriers if applicable
 - 8' side rail instead of 3' booth breaks
 - Provide simple peel and stick 24" floor lines for exhibitors to apply in their booth space in front of counters or demo locations to suggest proper distance for attendees to stand
- Control/scale size and timing of meetings at booths
- Consider scheduled mid-day break for booth and hall sanitization
- Eliminate or reduce footprint of public sharing spaces such as show floor lounges, food service, show management booths, activation areas and show floor education
- Protocols in-place to handle density
- Promotional items given out digitally or in a single package
- Encourage booth personnel to engage in constant booth cleaning/disinfecting
- Updated Exhibitor Manual to include health and safety measures

MEETING ROOMS

- Disinfecting wipes will be provided at podiums
- Entrance door propped/remain open
- Comply with physical distancing requirements for meeting room sets
 - Limit banquet round seating to no more than 4 per 72 inch table
 - Classroom seating set with 6 foot spacing
- Hand sanitizer dispensers available
- Designated room capacity monitors
- Control/scale size and timing of meetings
- Protocols in-place to handle density
- Stream sessions to aid in sharing information
- Promotional items given out virtually or in a single package
- Increase meeting room cleaning/disinfecting frequency
- Follow F&B protocols if food served (individually wrapped items only, compliant buffets, etc.)

BUILDING PARTNERS

RETAIL (COX BUSINESS, FED EX)

- Staff trained on new/changed protocols
- Limited occupancy at retail locations
- Monitored designated entrance
- Guest wheelchairs and scooters sanitized between each use
- All touch points will be sanitized frequently
- Attendants will sanitize hands after each interaction or transaction
- Retail stock will be limited to essential items
- Apparel, headwear, footwear, and sunglasses will not be available
- Hand sanitation stands will be located at entrances and at check-out counters
- Items may not be returned once purchased
- All pay points compliant with physical distancing
 - Plexi-barriers
 - Defined line spacing
 - Cashless
 - Cashiers wearing mask/gloves

FOOD & BEVERAGE

- Staff trained on new protocols
- Masks will be worn by all employees
- Hand sanitizing stations will be located inside kitchen doors for servers, cooks, and management to use frequently
- Hand sanitizer stations available at entrance of all restaurants
- Guest contact items will be single use
- All frequently touched surfaces such as tables, bar tops, stools and chairs will be frequently sanitized

FOOD & BEVERAGE CONTINUED

- Meet or exceed guidelines from the FDA Food Code, SNHD Food Regulations, and Nevada Revised Statutes
- Occupancy will be limited to allow social distancing in all Food and Beverage operations
- Seating will be arranged to allow proper social distancing in all Food and Beverage operations
- Hand-washing stations will be deployed near F&B stations, exhibit halls and near meeting rooms

BANQUET SERVICES

- All food will be served individually wrapped, buffet style services are discouraged but will be allowed only if food is displayed behind plexiglass barriers and is served by an attendant
- Straws and flatware will be provided individually wrapped and served upon request
- Condiments will be served in single use containers
- Garnish stations will be removed or relocated away from guests
- Banquet service standards will be revised, including sanitation procedures for items such as linen and silverware
- Coffee will be served by an attendant
- Internal or event planner menu tastings will be conducted in compliance with all established protocols

RESTAURANTS AND CONCESSION STANDS

- Condiments will be served in single use containers
- Straws and flatware will be provided individually wrapped and served upon request
- Coffee will be served by an attendant
- Food items served at exhibit hall retail outlets will be individually packaged and served
- All pay points will be compliant with physical distancing including plexiglass barriers, defined line spacing and cashless pay

EVENT SERVICE PROVIDERS

(OSC, TRADE UNIONS, EACS, TRANSPORTATION COMPANIES, SECURITY PROVIDERS, ETC.)

- Staff trained on new/changed protocols
- Designated entrances for all labor during move-in /move-out
- Official Service Contractors and EACs must provide detailed plans on disinfectant protocols
- Compliant with all regulations from Federal, State and local health agencies
- Compliant with all regulations from OSHA
- Aware of and train all staff working the event on the symptoms of Covid-19 and facility protocols
- Wear appropriate PPE as needed or directed (to be provided by contractor)
- Event standby (labor/OSC Management) limitations
- Transportation providers follow crowd density standards

ROOM/AREA RECOVERY PROTOCOL

- In the event of presumptive case of COVID-19 the room/area will be removed from service to undergo a specific cleaning protocol. The room/area will not be returned to service until it is deemed safe and consistent with the guidance of local health authorities
- In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol by a licensed third-party expert and approval by the SNHD
- This recovery protocol addresses all areas of the facility