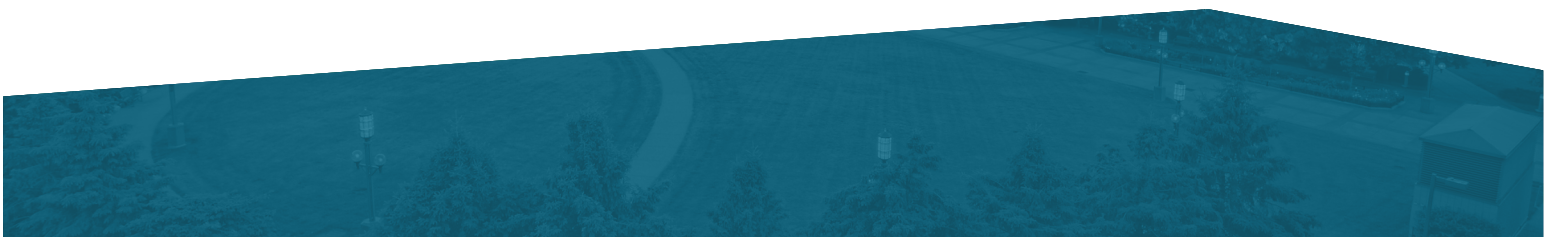




Minneapolis
Convention Center

**Client Event
Health + Safety Plan**





Welcome

The Minneapolis Convention Center (MCC) will continue to monitor local, state, and federal mandates and follow guidelines from the Centers for Disease Control (CDC) and take direct guidance from the Minnesota Department of Health (MDH), and the City of Minneapolis Department of Health. As government mandates, reopening phases, and health guidelines are lifted, amended, or modified; the MCC will partner with Event Planners to implement appropriate and necessary safety measures for their event. These safety measures are intended to reduce the risk and prevent the spread of COVID-19 to employees, clients, guests, third-party contractors, and communities.

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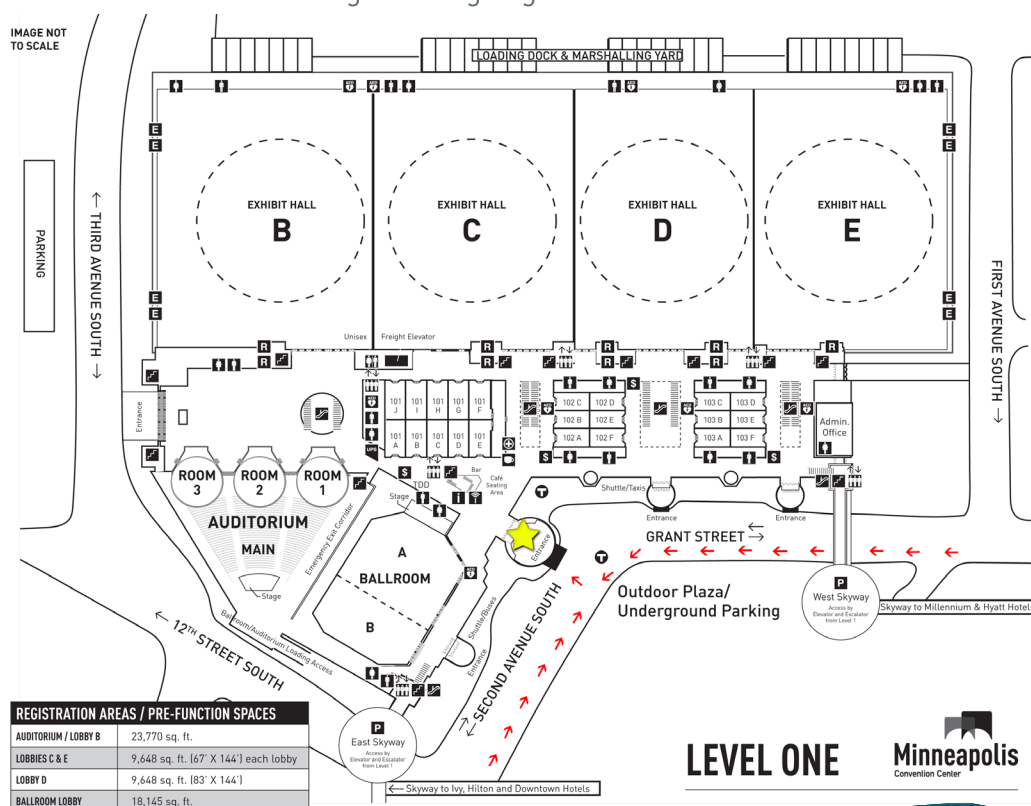
Event Planner Partnership

Event Planners, please help with the shared responsibility of creating a safe convention center experience and promote the daily practice of everyday personal health habits to your staff, guests, third-party contractors, and exhibitors. Please create and share your event health and safety plan with MCC leadership for review and consideration. [Download the Event Planner's Health & Safety Plan Template](#). The plan must encompass [everyday preventive actions](#) to help prevent the spread of COVID-19, which include:

Physical Distance

Outline your plan for how guests will be advised to practice physical distancing in your rental space(s). Please share with the MCC if your plan will include direct messaging, signage, and placement of physical separation devices.

- **Entry Points:** Incoming traffic to the building will be limited to the main lobby vestibule doors on the northern side off 2nd Avenue. All other vestibule doors on Level 1 will remain locked and can be used for outgoing traffic. Event staff will be scheduled and positioned at this location per show and set-up hours. Hourly labor rates will be charged to cover the event and set-up hours. In rental space(s), separate doors will need to be considered for incoming and outgoing traffic to limit contact.



- **Queuing:** Queue areas will be marked for physical distance. This will include but not limit to rental space entrances and the registration area.
- **Public Address Announcements:** Event Planners should consider making regular announcements in their rental space(s) reminding the guests of the importance of the CDC stated hygiene best practices and physical distancing.
- **Back-Of-House:** Health screening, queuing, and physical distancing will need to be outlined for the marshaling yard and dock access for decorator personnel, exhibitors move in & move out, and other third-party contractors.

Signage/Content

Event Planners will share with the MCC the types of published information that will be on their website, event app, on-site event signage, and program publication to promote physical distancing and good personal hygiene practice per CDC best practices. Examples include but are not limited to:

- Stay home when you are sick, except to get medical care.
- Cover your coughs and sneezes with a tissue, then throw the tissue in the trash.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Clean frequently touched surfaces and objects daily.

Mask or Face Cover

When inside the MCC, individuals will be required to cover their nose and mouth with a mask or cloth face-covering per CDC guidance. Show management is responsible for purchasing and issuing masks or cloth face coverings for their event or can communicate that individual(s) are responsible for providing their mask or cloth face covering.

Health & Screening

Event Planners will provide clear direction to their employees, exhibitors, decorator, third-party partners, and guests regarding expectations should they develop symptoms of COVID-19. If an individual has symptoms, require the following of the individual:

- Do not come to the MCC.
- Contact their healthcare professional to discuss the medical situation.
- Follow the directions and lead of their healthcare professional (further testing and/or quarantine).
- Contact show management and report their situation.

Event Planners will share with the MCC the type of health survey and screening process they will use during their event. The plan will include the completion of a mandatory health survey. Event Planners have the option to implement self-monitoring and reporting of symptoms and fever. Event Planners that want to implement on-site temperature checks that are customized to the specific needs and requirements of their event, please contact the MCC Guest Services to learn more about their emergency medical service partner's temperature screening (contactless) program and labor charges.

Response - On-site Medical Assistance

To ensure guest safety and effectively respond to medical incidents, Emergency Medical Services (EMS) will be required for public and private events.

EMS will follow these steps when treating patients that may have COVID-19 symptoms. Patients will be instructed and escorted off the event floor and will be treated in the First Aid room located in Lobby C or the event designated isolation room.

1. The EMT will isolate the patient and conduct a vital signs check – temperature, cough, blood pressure, and breathing. Patients with respiratory symptoms will be provided a medical mask and will be instructed to seek medical care as soon as possible if they're experiencing: **fever, cough, and difficult breathing**.
2. Patients that are treated by an EMT but have mild respiratory symptoms will be advised to leave the event and contact their health care provider (doctor, physician assistant, etc.) for medical care advice.
3. The EMT will provide treated patients with a Coronavirus (COVID-19) Prevention and Mitigation Card. The card includes prevention measures, vital signs record of the patient, contact, and address information for local Hospitals, Urgent Cares, and Clinics.

Case Notification

If an Event Planner is notified of a presumptive case of COVID-19 of their staff or third-party contractors, we request that you immediately notify the MCC leadership.

Hand Sanitizer

Show management are welcome to bring portable hand sanitizing stations for their event if they would like stations inside or nearer their event space. Station maintenance is the responsibility of show management. Hand sanitizer must be at least 70% alcohol per CDC guidelines.

Floor Plans

All federal, state, and City fire codes and any applicable OSHA regulations will still comply to exhibits, lobbies, meeting, and common spaces. All floor plans must still be submitted for review and approval by the MCC Guest Services and fall under the guidance and direction by the Minneapolis Fire Inspector. Please read and review our [MCC Meeting Planner Guide](#) to review Fire & Safety Regulations and help answer questions, provide timelines and inform you of our other operational policies.

Occupant Capacity

Per the State's Executive Order, MCC and Event Planners will comply with the required occupant capacity. Event Planners must reduce the occupant capacity for their event to that which is necessary to allow for the required physical distancing. The Event Planner must use the following calculation to determine the occupant capacity for their event:

- **Step One:** Use the total area of square footage in your rental space(s)
- **Step Two:** Ensure all areas that are accessible to attendees, including "decorator only" and "performer only" areas (e.g., bone yard, registration area, booth spaces) are not included within the total area occupied by attendees.
- **Step 3:** Divide the total area by 113 (i.e. 113 square-feet per person)
- **Step 4:** Referring to the requirements provided in the State Executive Orders or this document for occupant capacity, complete the following: If the number is less than the maximum permitted in the requirements (i.e. "cap"), then the resulting calculation is the maximum number of attendees allowed for the event. If the number is greater than the maximum number permitted (i.e. "cap"), the number of guests/attendees may not exceed the maximum number permitted (i.e. "cap") at any given time.

The Event Planner's ability to follow the occupant capacity will illustrate a commitment to prioritizing health and safety and enabling successful interactions amongst attendees. Controlling the volume of people in the building and in rental spaces will allow for appropriate physical distancing.

Exhibit Hall

All standard federal, local, and state fire codes will be followed for review and approval of Exhibit Hall floor plans and please review our [MCC Meeting Planner Guide](#) for fire code guidelines. Here are things to consider and include on your floor plan, but are not limited to:

- Wider aisle widths than the standard fire code aisle 10-foot width requirement.
- One-way aisle traffic. This may be challenging to manage and enforce, while maintaining CDC and WHO guidelines. Clearly mark the floors with simple and easily identifiable signage for attendees.
- Stagger show floor attendee access and divide into time slots (AM/PM) across the days of the event. This is a consideration to manage capacity levels, but not a requirement.

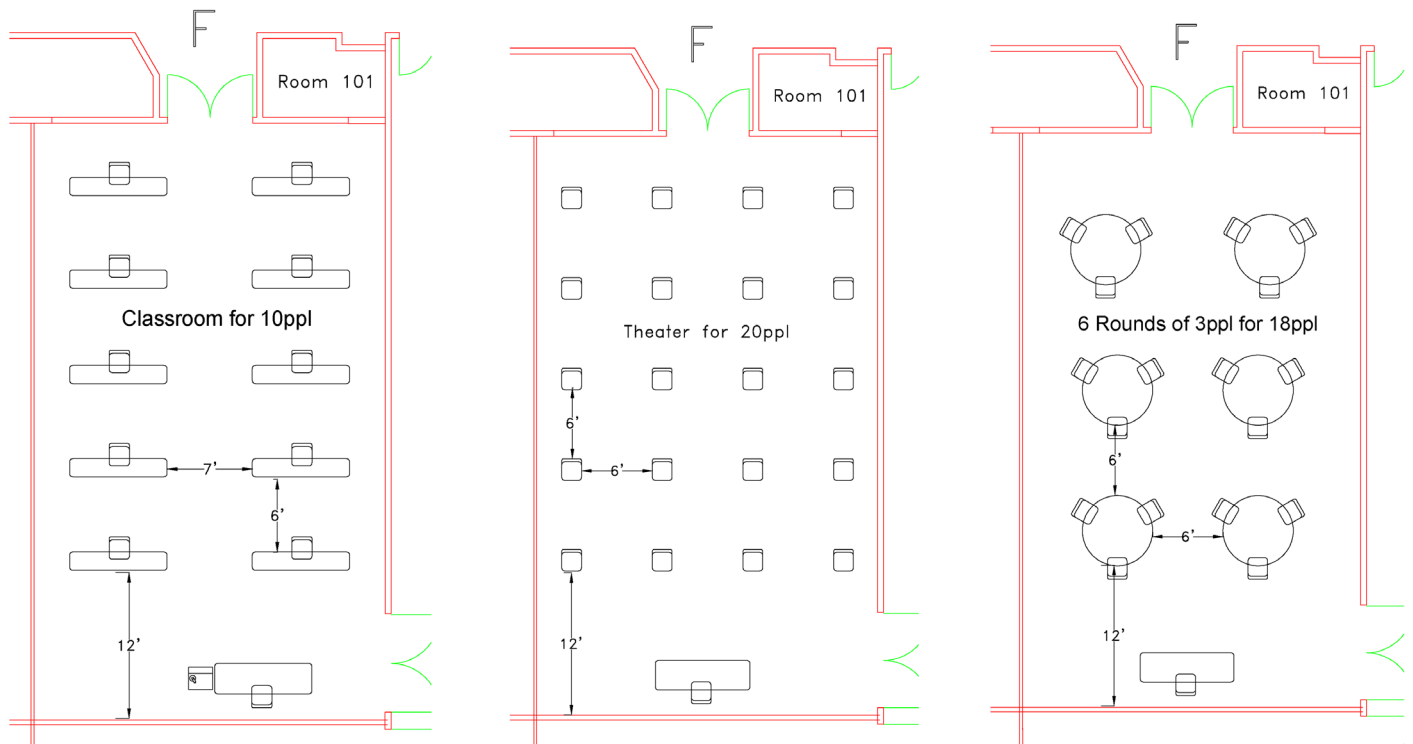
Booths

Exhibit Booths (Stands) Exhibit booth design and layout should incorporate established best practice guidelines to help prevent the spread of COVID-19. Design considerations should include the following:

- Ensure exhibitors and attendees can maintain 6 feet of distance from each other.
- Establish one-way traffic flow with marked entrances and exits.
- Include transparent dividers in areas where people will be in close contact.
- Consider touchless (electronic and digital) alternatives to engagement, collateral material, and giveaways).
- Account for PPE apparel (e.g., staff masks, shields, gloves, etc.).

Meeting Rooms

For set-ups in meeting rooms, Event Planners will follow the current 6-feet physical distance guideline. Below are some examples of theater, rounds, and classroom drawings accounting for physical distancing.



Registration

When setting up your registration area consider means to minimize queuing and contact during the registration process. Considerations for registration include:

- 6 feet (approximately 2 meters) of separation of counters and queue separation.
- Touchless check-in.
- Plexiglass separators between registration staffing and registrants.
- Masks for registration check-in personnel.
- Self-serve check-in counters/ mobile badge printing.
- Registration App (self-check-in via phone).
- Cleaning protocols for touch screens.
- Badge scanning at access points.
- Dispersed registration/remote kiosks at venues.
- Credit cards preferred/Venmo-type tech.



MCC Partnership

The MCC will partner and help Event Planners navigate the planning process and implement the best health and safety plan for their event. Here are the actions that the MCC will perform:

Health & Screening

The MCC will health screen our employees; awareness and clear directions have been given to our employees regarding our expectations should they develop symptoms of COVID-19. We are requiring the following of our employees:

1. Check their temperature at home.
2. Stay Home:
 - If they have two or more symptoms of COVID-19. Symptoms associated with COVID-19 are fever of 100.4 degrees or higher, cough, shortness of breath, difficulty breathing, chills, repeated shaking with chills, muscle aches, headache, fatigue (tiredness), sore throat, diarrhea, or loss of taste or smell.
 - If they had close contact with anyone in the last 14 days that has lab tested positive for COVID-19.
 - Report their situation to their supervisor and Human Resources.
3. Employees that are exhibiting symptoms of COVID-19 while at work are instructed to notify their supervisor and Human Resources.

Case Notification

The MCC will notify show management when we are alerted to a presumptive case of COVID-19 at the facility, we will work with the Minnesota Department of Health (MDH) as well as the City of Minneapolis Department of Health and follow the appropriate actions as recommended by these health agencies.

Physical Distance

The MCC will help Event Planners on creating comprehensive crowd management and event staffing plan that incorporates physical distancing, awareness of prevention actions, and risk management. Event staff can be used to remind guests of the importance of physical distancing.

Mask or Face Cover

The MCC staff and its service partners will wear masks or cloth face coverings when working in public spaces. Gloves will be required for employees in guest interaction roles or high touchpoint areas. Gloves will be required for Security and EMS as required by the situation.

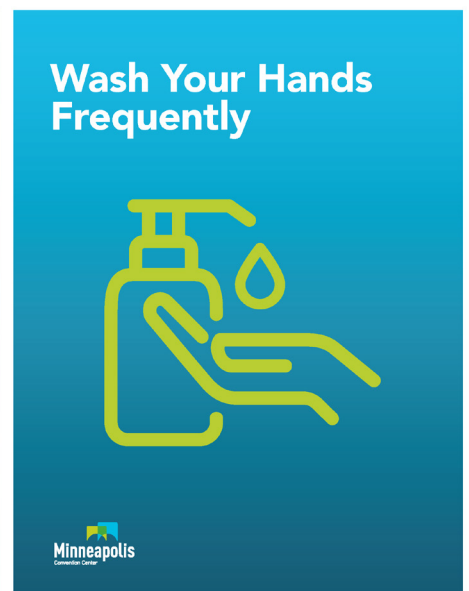
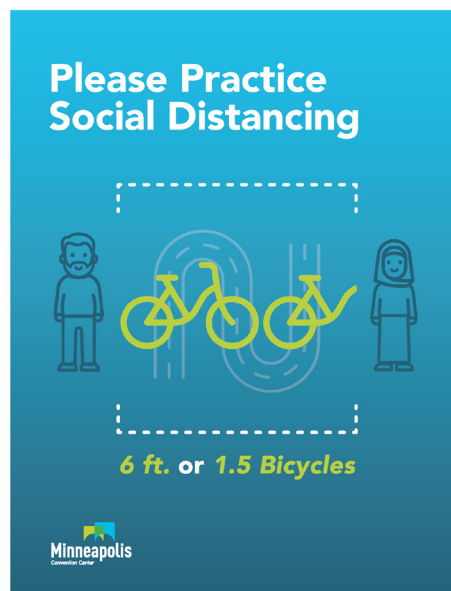
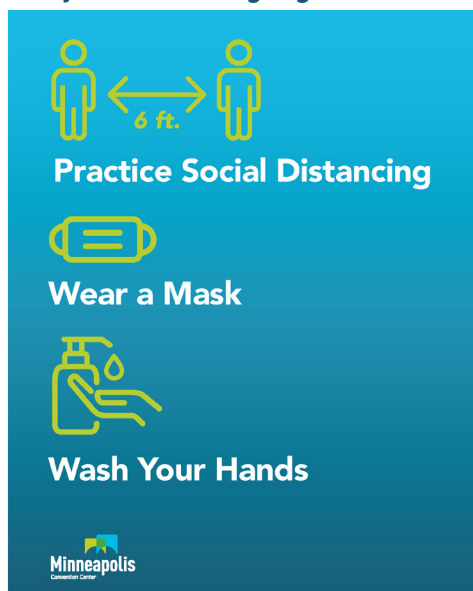
Signage/Content

The MCC will display COVID-19 information on all video monitors to promote physical distancing and personal hygiene practices per CDC best practices. Personal hygiene signage has been placed in all back-of-house areas, retail outlets, public entrances, restrooms, family rooms, and nursing rooms reminding guests and employees of the best practices recommended by the CDC.

Digital Display Signage:



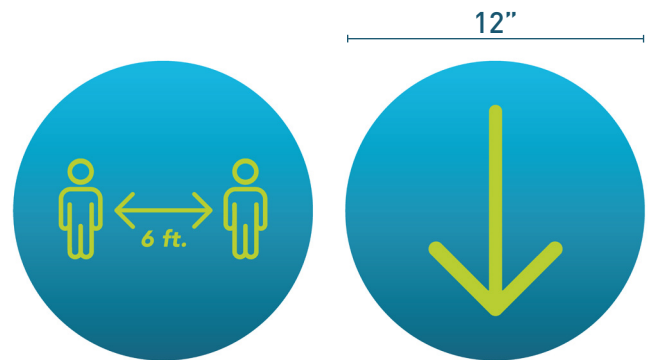
Safety Reminder Signage:



Bathroom Signage:



Elevator + Floor Signage:



Cleaning & Disinfectant Protocol

The MCC is a [GBAC accredited](#) facility and uses [Needlepoint Bi-Polar Ionization](#) in select areas. View [Cleaning & Disinfecting Protocols](#). The MCC has increased the frequency of cleaning and disinfecting with EPA-approved disinfectants in all public spaces with an emphasis on high touchpoint areas. View [Cleaning & Disinfecting Protocols](#). These areas include but are not limited to:

- Elevators and elevator buttons
- Escalator handrails
- Stair handrails
- Restrooms
- ATMs
- Tables/chairs
- Public lobby counters
- During after-hours, additional sanitizing and disinfecting will be completed in public and rental space areas.

BEST Security

BEST Crowd Management partners with the MCC to provide building and event security staffing for public and private events. View [BEST Security COVID-19 Preparedness Plan](#).

LifeTech EMS

LifeTech Services partners with the MCC to provide Emergency Medical Staffing for public and private events. View [LifeTech EMS COVID-19 Preparedness Plan](#).

Premier Electric

Premier Electrical Corporation partners with the MCC to provide electrical services for public and private events. View [Premier Electric COVID-19 Preparedness Plan](#).

MCC Contact Us

- **Security:** 612-335-6040 | MCCCAS@minneapolismn.gov
- **Sales:** 612-335-3626 | SalesMCC@minneapolismn.gov

Where can I get more information about COVID-19?

- [Minnesota's Stay Safe Plan](#)
- [Centers for Disease Control and Prevention](#)
- [Minnesota Dept. of Health basic information about Coronavirus](#)
- [Mental health and coping during COVID-19 \[CDC\]](#)
- [Interim Guidance for Event Planners](#)
- [COVID-19 State Projections - Minnesota](#)
- [WHO Risk Assessment and Mitigation Checklist for mass gatherings](#)
- [Minneapolis Convention Center COVID-19](#)
- Minnesota Dept. of Health COVID-19 public hotline: 651-201-3920; open 8:00 a.m. to 4:30 p.m., Mon.-Fri.

Kelber Catering

Listed below outlines Kelber Catering's COVID-19 preparedness plan for the building's highest trafficked areas including Retail Outlets and Dunn Brother's Coffee. Additional information including Kelber Catering's full COVID-19 preparedness plan can be found [HERE](#).

Retail Outlets

Kelber Catering Retail Outlets include Mill City Markets, Mill City Grills, and Mill City Cafés.

- Individual creamers, sugar packets, condiments, and wrapped stir sticks and straws
- Redesign for social distancing
- Staff training for safe handling of payment transaction. Credit cards preferred; cash will also be accepted
- Hand sanitizer available
- Ice bin liners replaced daily
- Social distancing queue lines
- Hourly sanitation protocol
- Center screen posting Health and Safety Tips
- Compostable cutlery kits

Dunn Brothers Coffee

- Hourly sanitation protocol
- Sign holder with full menu in lobby to accommodate for social distancing
- Social distancing queue lines
- Continuous cleaning of drink pedestal
- Staff training for safe handling of payment transaction. Credit cards preferred; cash will also be accepted
- Plexiglass barrier with pass-through for guest ordering
- Baristas will add sugar and cream as requested. Individual packets also available
- Hand sanitizer available
- Individual wrapped stir sticks and drinking straws
- Compostable cutlery kits

Kelber Catering Contact Us

Direct: 612-335-6321

Email: LisaA@kelber.com

The UPS Store

Listed below outlines The UPS Store's COVID-19 preparedness plan for Cleaning and Disinfecting Protocols as well as Currency Handling. Additional information including The UPS Store's full COVID-19 preparedness plan can be found at [HERE](#).

Cleaning & Disinfecting Protocols

- Employees frequently disinfect and perform thorough cleaning in high traffic areas, such as counters, card readers, door handles and glass, computers, chairs, pens, etc.
- Every touchable surface between shifts or between users, whichever is more frequent, is also disinfected. This includes but is not limited to, working surfaces, tools, stationary, and mobile equipment controls.
- When a team member uses a workstation or device that is not assigned to them, they must thoroughly sanitize the device and/or area after use.
- Employees perform hand hygiene (soap/water or hand sanitizer) when handling cash during register reconciliation and following customer transactions.
- Self Service and supplies have been moved to non-customer areas of the store. All supplies and holders are wiped down using disinfectant wipes or non-acid disinfectant cleaner. Supplies are provided to customers upon request.

Currency Handling

- The U.S. dollar, check, and credit card payments will continue to be accepted.
- Employees will perform hand hygiene immediately after handling payment.

The UPS Store Contact Us

Main: 612-335-6295

Email: Store6479@theupsstore.com