



## AT LAST, WE MEET AGAIN.

Saint Paul RiverCentre and The Legendary Roy Wilkins Auditorium are approved by the State of Minnesota to begin welcoming guests to our campus in limited capacities.

The safety of our guests and employees is of the utmost importance. The Minnesota Department of Health (MDH) is the state's leading authority on preparedness and information dissemination. Saint Paul RiverCentre continues to follow the requirements and guidelines issued by the MDH and Governor Walz.

Saint Paul RiverCentre has built its reputation in the meeting and convention business by providing excellent service to our clients and guests. Throughout this unique time, we continue to operate under the four guiding standards of our Service First philosophy:

### **SAFETY, CARING, WORLD CLASS AND EFFICIENCY**

Now more than ever, these standards guide us as we eagerly welcome clients, guests and employees back to our campus.



## SAFETY

*The safety of our guests and employees has always been our number one priority and now it is of the utmost importance as we reopen our doors. Every effort has been made to provide a safe, clean and sanitized environment.*

## CLEANING AND SANITIZING

We clean and disinfect with EPA-approved disinfectants:

- Clorox Disinfecting Wipes
- Oxivir Tb Wipes (Diversey)
- Oxivir Tb Sanitizer Spray (Diversey)
- Renown Foam Disinfectant Cleaner
- Lysol Disinfectant Spray
- Diversey Alpha-HP Multi-Surface Cleaner (closet dispensers)
- Diversey Morning Mist Disinfectant (closet dispensers)
- Diversey Raindance Neutral Floor Cleaner (closet dispensers)
- Ecolab Sure-Pak Neutral Floor Cleaner

Shared facility operational equipment is kept to a limited number of users and is cleaned and sanitized after every use.

## HAND SANITIZATION

- All hand sanitizer used in the venue must be at least 70% alcohol per CDC guidelines.  
Saint Paul RiverCentre utilizes the following types of hand sanitizer:
  - Purell Hand Sanitizer Foam (70% Alcohol)
  - Purell Hand Sanitizer Gel (70% Alcohol)
  - Ecolab Foam Hand Sanitizer (62% Alcohol)
- Contactless hand sanitizer dispensers are placed in key locations throughout the facility, including near all main entrance vestibules, in concourses and lobbies, outside meeting rooms and ballrooms, near entrances to events, by elevators, and near all food service locations.
- Employees using gloves are required to change them regularly to avoid contamination.
- Employees are encouraged to wash and sanitize hands frequently.

## PUBLIC & HIGH TOUCH AREAS

- Public areas of the venue are cleaned and sanitized on an ongoing and frequent basis. Public areas include but are not limited to: entrances/exits, lobbies, skyway, concourses, elevators, stairwells, escalators, restrooms and nursing mother's rooms.
- High touch point areas within these spaces include but are not limited to: door handles, handrails, elevator buttons, trash and recycling receptacles, reception desks, circulation furniture, tables and chairs, house telephones and vending machines.
- Use of Clorox® Total 360® System Electrostatic Sprayers for multiple surfaces including hard-to-reach places – including the side, underside and backside of surfaces and furnishings.
- NanoSeptic self-cleaning adhesive skins continuously eliminate bacteria and are placed on high touch door handles and elevator buttons.
- **COMING SOON!** Escalator handrails are retrofitted with KONE Ultraviolet Handrail Sterilization System which uses a UV sterilization module to continuously eliminate harmful bacteria on handrail surfaces.

## RENTED EVENT-SPECIFIC AREAS

- Areas rented for event use are cleaned prior to arrival, during the event and after the event concludes.
- To avoid event disruption, operational staff work closely with event organizers to follow the event schedule and clean when spaces temporarily vacate.

## CONTAINMENT

Wherever possible, spaces will be locked or closed off after cleaning until designated next use to prevent recontamination.

- All facility HVAC filtration systems have been upgraded to MERV-13 air filters.
- All HVAC systems run at full economizer levels as outside air conditions allow.
- Relative humidity levels of RH 40-60% are maintained.
- HVAC systems have extended operating time to enhance the ability to filter air contaminants.
- A flush cycle added to the HVAC system controls operates the system two hours before and after occupancy.
- HVAC system is checked and rebalanced to provide negative air pressure whenever possible.
- HVAC fan speeds are managed to minimize air flow circulation across groups of people.

- Room setups adjusted to accommodate 6' distancing between guests.
- Room capacities reduced in accordance with the MDH to maintain physical distancing.
  - Event organizers of non-seated events will work with their Event Manager to determine capacity numbers for the space in use.
- Traffic patterns of events will be evaluated and deemed one-way if needed to maintain physical distancing.
- Exterior entrances and exits marked to encourage one-way traffic flow.
- Physical distancing markers installed to indicate queue lines (restrooms, elevators, food service, business center, box office, ticketed entries, etc.).
- Elevator capacity limits posted on all elevator doors.



### Physical Distancing Room Capacities



## ONSITE EDUCATION

Signage throughout the facility serves to educate and reinforce expectations of those entering the building.

- Extensive facility signage installed on campus to encourage safety protocols in key areas such as entrances, exits, loading docks, restrooms, elevators and concourses.
- Exterior entrances and exits marked to indicate one-way traffic flow and building policies.
- Elevator and escalator signage indicates maximum capacities encouraging 6' distancing and giving priority to disabled guests.
- Restroom signage includes physical distancing floor decals, hand washing reminders, one-way traffic flow arrows, and information conveying out of service sinks and urinals due to physical distancing practices.
- Digital signage in the loading dock area reinforces entry and safety protocols.
- Common spaces feature large free-standing signage in high traffic locations reminding guests about physical distancing, personal hygiene, face coverings and cleaning protocols.

Additionally, safety messages will be played frequently through the facility PA system to encourage and reinforce safety protocols.



## MHC CULINARY GROUP – FOOD AND BEVERAGE CONSIDERATIONS



### FOOD SERVICE

- All employees receive training on COVID-19 safety and disinfection protocols. Employees will be reminded not to touch their faces, and to practice proper hand hygiene and physical distancing by standing at least 6' away from guests and other employees whenever possible.
- Appropriate PPE is worn by all employees based on their role and responsibilities, and in adherence to State and local regulations and guidelines.
- Employees are given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 on property.
- Employees are temperature checked before beginning their shift and required to answer a health survey questionnaire.
- All employees and guests are required to wear face coverings as per the Governor's executive order 20-81.
- MHC Culinary Group uses cleaning products and protocols which meet EPA guidelines for use against the virus that causes COVID-19 and are effective against viruses, bacteria and other airborne and bloodborne pathogens.
- MHC Culinary Group has increased the frequency of cleaning and disinfecting in high traffic back of house areas with an emphasis on employee break rooms, entrances, restrooms, uniform control rooms, loading docks, offices and kitchens.
- If alerted to a presumptive case of COVID-19, MHC Culinary Group will work with the MDH to follow its recommended protocols.
- MHC Culinary Group Sales Team will work closely with clients to plan food and beverage service in compliance with State and local COVID-19 prevention guidance.

## CARING

*Since 1998, people have come to Saint Paul RiverCentre to learn and to be inspired, challenged and connected. We want to continue to be a premier destination in Minnesota. Together we can move forward to gather again.*

## PERSONAL PROTECTION

- Face coverings are required for guests, vendors and employees.
- 135 hand sanitizing stations are located throughout Saint Paul RiverCentre and Roy Wilkins Auditorium.
- Signage encourages frequent hand washing and personal hygiene habits.
- Acrylic shields are installed in key locations where physical distancing may not be able to be maintained. Acrylic shields are also available for event organizers to rent if desired.
- Food service safety enhancements have been established.

## EMPLOYEE SAFETY

All employees are required to follow a self-check policy. Each day, employees must do the following prior to coming in to work. Employees experiencing any symptoms or exposed to someone with symptoms should not come to work.

- Daily self-check health screens required including temperature checks and symptom assessments.
- Employees are required to check in and out every time they enter and exit the facility for contact tracing purposes.
- Face coverings required.
- Employees are encouraged to work from home, if able, to reduce the number of employees on campus.
- Adjustments have been made for on-site employees such as virtual meetings, staggered break times, break room adjustments and workspace changes to ensure physical distancing.
- Employees are expected to stay home if they are experiencing symptoms of COVID-19.

## ENFORCEMENT

As required by executive orders issued by Governor Walz under the Peacetime Emergency, event organizers must develop and implement COVID-19 Preparedness Plans that address the hazards of COVID-19 transmission. These plans should be communicated with Saint Paul RiverCentre to ensure proper preparations are in place. If on-site issues arise, venue staff will bring the issues to the attention of the event organizer to resolve.

- Enforcement of mandated rules will be a joint effort between the venue and event organizer. In the spirit of safe and successful events, the venue will uphold the responsibility of enforcing mandated safety rules with employees and facility operation. Enforcement of mandated safety rules for event related guests (attendees, exhibitors, presenters, volunteers, etc) will fall upon the event organizer to communicate in advance, as well as address issues on-site, if needed.
- Individuals not complying with safety protocols may be subject to removal.
- Events not complying with safety protocols could be at risk of immediate closure.



## MEDICAL RESPONSE

### ISOLATION ROOM

Saint Paul RiverCentre has designated an isolation room for any persons with presumptive cases of COVID-19 who are unable to immediately leave the venue.

### CASE NOTIFICATION

Saint Paul RiverCentre will notify event organizers when the venue is alerted to a presumptive case of COVID-19 at the facility. Saint Paul RiverCentre will take direction from the Minnesota Department of Health (MDH) and the City of Saint Paul Department of Health as to appropriate actions as recommended by these health agencies.

### HEALTH SCREENING PLAN

Event organizers will be asked to develop a plan for health screening of all individuals attending or working their event. Event organizers will be responsible for providing clear direction to their employees, exhibitors, decorators, third-party partners and guests regarding expectations should they develop symptoms of COVID-19. If an individual has symptoms, event organizers must require the following of the individual:

- Do not come to Saint Paul RiverCentre.
- Contact show management and report their situation.

Event organizers will share with Saint Paul RiverCentre the type of health screening process they will implement during their event. Event organizers that implement on-site temperature checks will be responsible for procuring the equipment and personnel to administer checks. All personnel conducting temperature checks must be protected with proper PPE.

## WORLD CLASS AND EFFICIENCY

***Saint Paul RiverCentre will partner with event organizers to review and refine their event specific plans to ensure success and feasibility. Venue expectations for anyone entering the facility will be conveyed on all communication platforms, including but not limited to: venue website, social media accounts, facility signage and PA announcements. Event specific communication messages will be the responsibility of the event organizer.***

## CONTACTLESS TECHNOLOGY

- Most restrooms are equipped with automated sinks, soap dispensers, paper towel dispensers, toilets and urinals.
- Credit card payments are preferred for box office and parking transactions.
- Food and beverage payment options include contactless credit card payment (Apple Pay, Google Pay, etc.).
- For ticketed events, event organizers are encouraged to utilize advance, online ticket sales and on-site mobile entry.
- Security divesting tables are equipped with NanoSeptic self-cleaning technology to avoid transfer of germs to personal items.

## EVENT SPECIFIC CONSIDERATIONS

- While event specific COVID-19 information will be the responsibility of the event organizer, venue expectations will be communicated to exhibitors through facility signage, venue website, service order website and advance exhibitor email alerts.
- Booth sanitation remains the responsibility of individual exhibitors.
- Trade shows must establish and denote one-way aisles to control traffic flow.
- Guest capacities will be reduced. Event organizers are encouraged to work with their Event Manager for ideas on managing capacities either through a timed entry system or by controlling capacities at the door.
- Based on the MDH guidelines, 6' separation must be in place for all room sets where members are not in the same household. (3 people per 6' round, 1 person per 8' table, 6' spacing between theatre style chairs).

## SALES TOURS AND PLANNING MEETINGS

- Site visits and venue tours will follow the guidelines set forth for employees and visitors, including face coverings, limited group sizes and 6' distancing.
- Whenever possible, in-person meetings and tours are replaced by video calls and electronic communication.