



YAKIMA  
CONVENTION  
— CENTER —

# SAFE REOPENING PLAN<sup>\*</sup>

YAKIMA CONVENTION CENTER AND YAKIMA VALLEY TOURISM

## YAKIMA COUNTY IS IN PHASE

# 3

The Yakima Convention Center is excited to welcome you back! To ensure the safety of our guests and staff, we have implemented important steps and measures. We will need cooperation from everyone to be successful in maintaining a clean and safe environment.

The Yakima Convention Center is open and ready for business during Phase 3. Retail activities (including trade shows/exhibits), business meetings, weddings, banquets and other events are allowed. Occupancy in each room/area is limited to 50 percent capacity or 400 people, whichever is fewer (excludes staff). Groups of up to ten people may be seated together. There must be six feet of physical distance between groups/tables. Floor plans to reduce occupancy can be customized to fit your needs.

\*March 22, 2021. Items may change as conditions warrant.

# HYGIENE AND CLEANING



## FACE MASKS

Face masks are required for all guests and staff indoors at all times, except during meal service. Masks will be on hand if the attendee does not have one. Masks must cover both the nose and mouth. There will be proper signage on-site as well as on [our website](#). Regulation of the mask policy will be the responsibility of the event owner.

Face masks must be worn outside while on property during a meeting/conference activity when social distancing of six feet or more is not possible.

Masks are required for all staff when in the building if social distancing cannot be achieved. Exceptions will be made for those in private offices when there is no one else present. Masks will be available for all employees should they not bring their own.



## SOCIAL DISTANCING

Social distancing of six or more feet is important to maintain. The Yakima Convention Center will help maintain social distancing by staggering meetings to prevent number of attendees in lobbies during break times.

Furniture in the lobbies will be separated to maintain proper distancing.

To keep contact at a minimum, we require meeting planners to do pre-registration and distribute any materials to attendees prior to attending the meeting on-site.



## OPERATIONAL ENHANCEMENTS

A COVID-19 compliance staff member will be present during event to assist the meeting planner.

There will be employee trainings for the proper use of PPE and the sanitation of individual workstations as well as daily wellness checks.

# HYGIENE AND CLEANING



- HVAC improvements include increased cleaning cycles and replacing high efficiency particulate absorbing (HEPA) filters to increase the air quality in the building.**
- All restroom fixtures and lighting are touchless to avoid as much contact as possible.**
- Water fountains will be out of use until Yakima County has advanced further per State guidelines. Hands-free bottle fillers will be installed in the near future, for filling and refilling of attendee's own water bottles.**
- Hand sanitizer stations are in place throughout the center for guests and staff to use.**
- Sneeze guards/shields are in place at the reception/registration desks as an additional precaution to guests and staff.**
- Electrostatic sprayers will be used to thoroughly disinfect between meetings as well as frequent cleaning and sanitation of high-touch areas.**

**Below is the cleaning schedule when groups are in the building:**

<b>SURFACES</b>	<b>CLEANING FREQUENCY</b>
Doorknobs & Handles	Once Every Hour
Door Push Plates & Crash Bars	Once Every Hour
Arms on Chairs	Before and After Use (Room Refresh)
Backs of Chairs	Before and After Use (Room Refresh)
Tabletops & Edges	Before and After Use (Room Refresh)
Podiums	Before and After Use (Room Refresh)
Room Controls	Before and After Use (Room Refresh)
Hands-Free Bottles Fillers	As Needed
Vending Machines	As Needed
Trash Cans	As Needed

# CATERING/FOOD SERVICE

Centerplate, our full-service catering company, will work with the meeting planner to provide contained, on the go or plated meal options.



As we look at welcoming guests back into our facilities, Centerplate is focused on one thing - Safety. The safety of Our Employees, Our Attendees, Our Vendors, and Our Partners.

Our Corporate Covid Response Team has remained focused on creating return to work plans for each line of business in our portfolio.

As we pivot to improve supply chain pathways, our procurement teams have created a national stockpile of critical PPE, Chemicals, & Supplies to assure that we remain prepared to protect the safety of our customers, clients and employees. We have partnered with our vendors to assure that our food providers are placing the same elevated focus on safety that you would expect from us. As our teams bring each facility back on line, we are sharing and implementing best practices from Centerplate and Sodexo locations around the globe.

As a partner, you can count on us to *make it better to be there* for our guests and employees and as we navigate this changing landscape, rest assured you can also count on us to *make it safer to be there* as well.

We are putting several new practices and policies in place at ALL of our venues as we welcome returning guests



3 Ply Surgical Masks & Gloves for all Staff



Increased Cleaning Schedule



Elevated Training for all Team Members



Employee Wellness Screening Upon Arrival



Expanded Sanitizer Stations



New, Targeted Cleaning Solutions



Health Ambassador  
Chef Michael Zuniga

Our Corporate Response Team has designated a Health Ambassador for each facility. This employee will receive specialized training to help:

- Direct local Teams
- Work with Local Health Department
- Pre-Shift Safety Training
- Client Liaison
- Sanitation Walkthroughs
- Signage visible to all workers, reminding recommended hygienic practices

Our talented Chefs are working to adapt traditional services and menus to work within our new norms. Individually packed meals, specialized packaging, and adapted menus are all being created to offer our clients some new options when planning meal services for their guests

At Yakima Convention Center, we will also provide added additional measures to protect the safety of our guests:

- Contactless payment options
- Point of Sale Barriers
- Wrapped Silverware
- PC Condiments



[More Details can be seen here](#)

# CATERING/FOOD SERVICE

## **PLEASE SEE THE FOLLOWING FROM OUR CATERING PARTNER:** Centerplate

Centerplate, the exclusive caterer at the Yakima Convention Center, is looking forward to welcoming back show management, exhibitors and attendees with enhanced safety and sanitation procedures. The safety of our guests, employees, and work associates remains at the forefront of all the Centerplate hospitality venues. Our commitment to safety and sanitation programs continues with our suppliers and vendors to be sure they are placing the same elevated focus on safety that you would expect from us.

Let us start by introducing Executive Chef Michael Zuniga, our Centerplate Health Ambassador, who will lead the team with the implementation and compliance of CDC, state, & county health directives. Chef Michael will work with the local health department, provide continued training on new standards of operation at pre-shift team meetings and interact with our clients to educate and conceptualize our latest safety mandates.

Chef Michael is working to create exciting new menus which will be the cornerstone of modern safety practices in foodservice. As always, fresh local produce, local breads, healthy options and trendsetting items will be at the forefront of his menu design. Emphasis will also be placed on individually-packed items in specialized packaging and a new pricing structure to accommodate best practices in service and presentation.

Centerplate will provide all our employees with the necessary PPE required to perform their tasks in a safe manner. The focus is actionable, enforceable mandates that are practical and effective.

- **Face coverings are mandatory both in front of house and back of house areas.**
- **Extended glove policy will be strictly enforced.**
- **All staff will go through employee wellness & temperature screening upon arrival, prior to reporting to their assigned work area. Employees exhibiting flu-like symptoms will be required to return home before their shifts begin.**
- **Team members will receive specialized & regimented health & safety training.**
- **Targeted disinfection, sanitation and cleaning schedules are in place with an emphasis on frequently touched surfaces.**
- **Point of sale barriers have been installed for guests and cashiers.**
- **Increased handwashing awareness and signage throughout the facility.**
- **Condiments, cutlery and food presentation materials will be single-use.**
- **Inclusion of cash-less payment methods for our retail outlets.**
- **Maintain 6-foot distance in guest & back of house areas (where possible).**

As your food service partner, Centerplate has always "made it better to be there" for our guests and employees through creativity, trust and exceptional customer service. We are modifying our operations to create an innovative and modern environment with an even greater emphasis on enhanced safety and menu management. Our staff is confident, our destination speaks for itself and rest assured, you can depend on Centerplate to "make it safer to be there as well!"

# TECHNOLOGY & EQUIPMENT

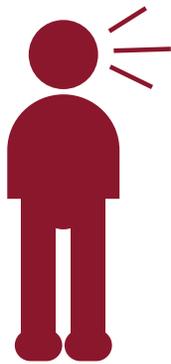
The Yakima Convention Center is able to support greater than usual bandwidth needs that may arise from small to large groups. We offer free Wi-Fi throughout the building and we have the capability to hardwire a line should that be necessary.

---

## MEETING ROOM AUDIO VISUAL

- All cables/cords used to connect a device to the monitor or screen will be disinfected before and after each use.
- The microphones will be sanitized before and after each use.
- The Yakima Convention Center will provide and require appropriate use of cleaning or disinfecting protocols based on current CDC guidelines for use on all gear, or high-touch electrical touch points in the building.
- The Yakima Convention Center will provide adequate hand sanitizer and /or handwashing stations.
- A staff phone number will be provided in advance for onsite/touchless assistance.
- Plexiglass or similar sneeze guards or barriers will be at the registration desk.
- There will be signage to remind clients of physical distancing.
- Yakima Convention Center staff will have assigned carts, and will not share phones, laptops, tablets, radios or tools in the installation or dismantling of services.
- The Yakima Convention Center will spot clean and disinfect our equipment. The event planner is responsible for cleaning their own equipment, such as laptops, power cords etc.
- Vendors such as decorators, electricians, etc. when troubleshooting issues for a client will be given appropriate social distance or wear proper PPEs to protect both him/herself and the client. All outside entities must comply with the CDC guidelines while in the building.
- Each electrical cart will include wipes, hand sanitizer and gloves, and will have a separated location for any items that need to be quarantined or disinfected. Items will then be clearly marked as sanitized/not sanitized.
- Any Yakima Convention Center employee entering an exhibitors' booth/space or encountering items in that booth/space will require pre/post thorough hand sanitization.

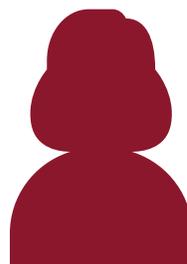
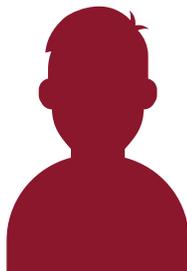
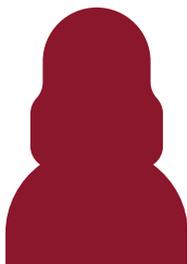
# EMPLOYEE HEALTH & SAFETY A SAFE RETURN TO WORK



A venue employer, during any phase, has a general obligation to keep a safe and healthy facility in accordance with state and federal law and safety and health rules for a variety of workplace hazards. In addition, they must comply with the following COVID-19 worksite-specific safety practices as outlined in Governor Inslee's "Safe Start – Stay Healthy" Proclamation 20-25 and in accordance with the Washington State Department of Labor & Industries General Requirements and Prevention Ideas for Workplaces and the Washington State Department of Health Workplace and Employer Resources & Recommendations at <https://www.doh.wa.gov/Coronavirus/workplace>.

## INSIDE THE WORKPLACE

- **Encourage frequent hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent virus transmission on tools or other items that are shared.**
- **Frequent cleaning of offices will be implemented, including the sanitizing of commonly touched surfaces and areas. Sanitation supplies will be available for each individual to ensure their workspace is cleaned at the end of their shift.**
- **Common practice of social distancing, face masks and hand hygiene will be practiced.**
- **Staggered work schedules for those employees that share common office space. Flexible schedules, including the continuance of working from home, especially those employees that are high risk, will remain an option.**
- **There will be a limit of one person at a time in the breakroom/copy room, and cleaning of high-touch surfaces will be increased.**



# EMPLOYEE HEALTH & SAFETY A SAFE RETURN TO WORK

## EMPLOYEE SCREENING

In order to be efficient with the screening of employees for signs/symptoms of COVID-19, Yakima Valley Tourism and the Yakima Convention Center will implement a series of questions, recommended by the Washington State Department of Health. Prior to the start of their shift, an employee is asked to complete these questions which will either clear them for work or ask that they stay home and seek medical treatment, if necessary. Should an employee at work begin to show signs/symptoms of COVID-19, they will immediately be told to go home. We will cordon off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc. until the area and equipment is cleaned and sanitized. Center will follow the cleaning guidelines set by the CDC to deep clean and sanitize those spaces.

A worker may refuse to perform unsafe work, including hazards created by COVID-19. It is unlawful for an employer to take adverse action against a worker who has engaged in safety-protected activities under the law if the individual's work refusal meets certain requirements. Information is available in these publications: Safety and Health Discrimination in the Workplace brochure and Spanish Safety and Health Discrimination brochure.

Employees who choose to remove themselves from a work site because they do not believe it is safe to work due to the risk of COVID-19 exposure, may have access to certain leave or unemployment benefits. Employers must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits, if an alternative work arrangement is not feasible. Other employees may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to unemployment benefits, or access to other paid time off depending on the circumstances. Additional information is available at Novel Coronavirus Outbreak (COVID19) Resources and Paid Leave under the Washington Family Care Act and the Families First Coronavirus Response Act.

### **All issues regarding worker safety and health are subject to enforcement action under L&I's Division of Occupational Safety and Health (DOSH).**

- Employers can request COVID-19 prevention advice and help from L&I's Division of Occupational Safety and Health (DOSH).
- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Call Center: **(1-800-423-7233)** or via e-mail to [adag235@lni.wa.gov](mailto:adag235@lni.wa.gov).
- General questions about how to comply with agreement practices can be submitted to the state's Business Response Center at <https://coronavirus.wa.gov/how-you-can-help/covid-19-business-and-worker-inquiries>.
- All other violations related to Proclamation 20-25 can be submitted at <https://coronavirus.wa.gov/report-safe-start-violation>.

# COVID-19 EXPOSURE PROTOCOL

Along with the CDC's Guidance, Yakima Valley Tourism and the Yakima Convention Center provide the following framework for employee exposure:

---

## PLAN



### **EMPLOYEE WITH DIRECT EXPOSURE TO CONFIRMED COVID-19 CASE**

The employee is required to notify HR immediately as to where they will need to quarantine for up to 14 days or as directed by the Yakima Health Department and should seek medical treatment should they become symptomatic.

Following the quarantine period, the employee can return to work only if they have negative test results, no fever for the past 72 hours and have no signs of symptoms for the past 7 days.

If the employee does not show symptoms, but their test result is positive for COVID-19, the employee must notify HR immediately and begin the quarantine process and follow the CDC guidelines.

---

## PLAN



### **EMPLOYEE WITH POTENTIAL EXPOSURE TO COVID-19 CASE**

If an employee reports that they have potentially been exposed to an unconfirmed case of COVID-19:

The employee should be advised to stay home until the test results are confirmed.

If the unconfirmed case tests positive, the employee should follow the direction of Plan A along with all CDC guidelines.

If the unconfirmed case tests negative, the employee may return to work.

---

## PLAN

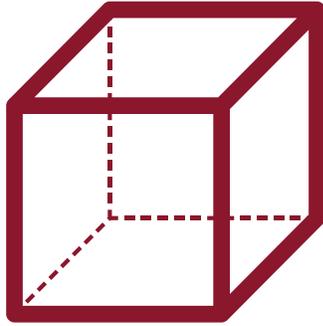


### **EMPLOYEE WITH A CONFIRMED CASE OF COVID-19**

The employee should immediately report their positive case to HR and seek medical treatment.

The employee will need to quarantine for 14 days and follow the direction of Plan A, along with CDC guidelines before returning to work.

# SHIPPING/RECEIVING & VENDOR PROCEDURES



- Follow all COVID-19 safety protocols
- Utilization of pre-screening protocols
- An alternate route for entry and exit to avoid areas around general public to minimize contact
- Any personnel that handles mail and packages is required to wear proper PPE including gloves.
- When needed, staggered times for vendor move-in and move-out will be implemented.

## COMMUNICATION

Effective communication to our guests is important. There will be increased messaging of social distancing, masks and proper hygiene throughout the Convention Center and other common areas. There will be proper signage on-site as well as on [our website](#).



The Yakima Convention Center is pursuing Global Biorisk Advisory Council's (GBAC) Star Facility certification to provide guests confidence that the center is clean and ready for business. GBAC Star Facility is an independent third-party verification system to make sure the Yakima Convention Center's cleaning protocols meet the highest standards.

**Thank you for choosing the Yakima Convention Center for your event. We truly look forward to hosting you once again.**

Per the CDC, there is an inherent risk of exposure to COVID-19 in any public place where people are present. While the Yakima Convention Center upholds strict standards and implements strong measures to minimize contamination, we cannot guarantee a risk-free environment. Guests and employees are reminded to follow the CDC, state and local guidelines to further reduce risk.

# COMMUNICATION

## SIGNAGE AND MESSAGING EXAMPLES

**HANDWASHING STEPS**  
LAVADO DE MANOS



- 1** WET HANDS WITH WATER  
MOJAR LAS MANOS CON AGUA TIBIA
- 2** USE SOAP  
APLICAR JABÓN
- 3** PALM TO PALM  
FROTAR LAS PALMAS DE SUS MANOS
- 4** BACK OF HANDS  
FROTAR LA PARTE POSTERIOR DE LA MANO
- 5** FINGERS INTERLACED  
FROTAR ENTRE LOS DEDOS
- 6** FINGERNAILS  
FROTAR LAS UÑAS
- 7** BASE OF THUMBS  
FROTAR LOS PULGARES
- 8** WRIST  
FROTAR UNO SOBRE MUÑECA
- 9** RINSE HANDS  
ENJUAGAR CON AGUA LIMPIA
- 10** DRY HANDS  
SECARSE LAS MANOS

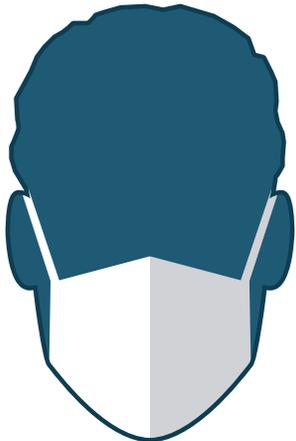
**HEALTH FIRST**

# SOCIAL DISTANCING



- 6' OF SPACE FROM OTHERS
- NO HANDSHAKES
- MINIMIZE CLOSE CONTACT
- WASH HANDS FREQUENTLY

## MASKS REQUIRED



**Must cover nose and mouth. Thank You!**