



Pueblo Memorial Hall REOPENING & RECOVERY GUIDELINES

INTRODUCTION

Pueblo Memorial Hall ceased event operations on March 13, 2020 and remained closed through the end of June. An additional closure took place from mid-November through the end of 2020. We believe these closures were in the best interest of our staff, our guests, and the community.

This reopening plan serves as a blueprint of best practices, recommendations, and resources intended to safeguard the health and safety of our employees, clients, guests, tenants, talent and partners. It has been compiled from sources such as the Centers for Disease Control and Prevention (CDC), City of Pueblo, Pueblo County Government, and other sources we believe to be reliable and to represent the current thinking on the subject.

Through increased venue cleaning and sanitizing, guidance on social distancing, and training our employees as champions of the new policies and procedures the plan is designed to provide a fundamental framework intended to help mitigate employee and guest exposure to COVID-19, as well as educate and communicate with the public as they reacclimate to public gatherings.

The situation is fluid and these policies may change over time; so we consider this a working document and will closely monitor government policy changes and mandates and public health advancements, and will continue to make important adjustments regarding protocols and procedures as necessary or appropriate.

REVISED: 01-28-2020



Pueblo Memorial Hall REOPENING & RECOVERY GUIDELINES

HEALTH AND SAFETY GUIDELINES

The safety of our guests begins with the safety of our employees. All PMH employees and vendors will adhere to the following guidelines.

SOCIAL DISTANCING

PMH will work with each promotor to create social distancing guidelines for each event. These guidelines will include:

- Seating charts, chairs, concessions lines, and other seating areas will be designed to ensure the appropriate physical distancing.
- Capacity levels will be limited in accordance with the 5 Star Program.
- Employees will be trained and periodically reminded to practice social distancing while interacting with other staff members and guests.
- We will practice social distancing in all gathering areas, queues, and lines by standing at least six feet away from each other. Signage will be placed in the areas to encourage compliance.
- **PMH staff will monitor all events throughout its duration to ensure social distancing compliance. In house security will assist with enforcement.**
- **Capacity counters are deployed for all events to ensure capacity guidelines are followed.**
- **All event attendees will be screened for fever and asked to complete the Covid-19 questionnaire.**

HAND SANITIZERS

Hand sanitizer stations have been added to all high-traffic areas including public and employee entrances, break rooms, and bathrooms.

CLEANING

The PMH staff will conduct daily cleaning of all high traffic areas, such as hallways, door handles to restrooms, ATMs, handrails, vending machines, seating areas and tables. The frequency of cleaning these areas will increase during events days and a log will be kept on the cleaning schedule. **High touch areas may be cleaned as often as 15 minutes during events.**





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HEALTH AND SAFETY GUIDELINES

SIGNAGE

Signage will be present throughout the building in both public and staff areas. This signage will utilize CDC and local health department resources including tips on the proper wearing of masks, hand washing, and reminders to practice social distancing. **Additionally, signage will be placed throughout the building directing guests to a phone number where they can report COVID compliance concerns.**

PERSONAL PROTECTIVE EQUIPMENT (PPE)

PPE — including masks and gloves — will be provided and used by all convention center employees. All PMH staff members will be required to wear facial coverings when they are in the building. Additionally, F&B staff will wear gloves at all times.

**Promoters may purchase facial coverings for their guests if desired.
Contact your event manager for pricing and details.**

Masks are required to be worn by all guests 10 years and older.

EMPLOYEE HEALTH AND SCREENING

Pueblo Memorial Hall takes employee health seriously. All staff will adhere to the following guidelines:

- All PMH employees will receive a temperature screening before their shift and will be instructed to stay home if they are not feeling well. Employees with a temperature of 100.4 or greater will be sent home for the day and may not return to work until their temperature drops below 100.4 and they are not experiencing any other COVID-like symptoms. **Employee temperature screen logs will be kept on sight.**
- Any employee experiencing COVID-like symptoms will be sent home immediately.
- Employees will receive training on how to identify common COVID-19 symptoms.
- We will ensure compliance with any state or local requirement regarding the use of masks, gloves, etc.
- **PMH staff will wear masks at all times. The only acceptable time for an employee to remove their mask is when they are in a private office with the door closed.**





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HEALTH AND SAFETY GUIDELINES

POSSIBLE CASES IN THE BUILDING

If Pueblo Memorial Hall is notified of a possible COVID-19 case in the building, we will take the following actions.

- The Mayor, Pueblo City Council, and the Pueblo City-County Health Department will be notified immediately.
- All Memorial Hall staff will be notified immediately and be required to receive a COVID-19 screening.

COVID-19 TRAINING

All full time and part-time employees will receive comprehensive COVID-19 training prior to resuming work at the Pueblo Convention Center. This training will include:

- An overview of COVID-19
- Symptoms of COVID-19 And What To Do If You Experience Symptoms
- Physical Changes To The Workplace
- Required Safety Practices (new and old)
- Helping Others Follow Safety Rules
- Ongoing trainings will be conducted periodically throughout the year (at least quarterly, or when changes in the COVID-19 process have occurred).
- All full time and part time employees will receive training before returning to work.

Air Filters

All air filters are changed at least 2 times per year or as needed. The air filters used are the recommended filters for the HVAC units. All AHU's and RTU's use both recycled air and outside air. All recycled air is run through the air filters before going back into the room. The air filters are MERV 14. Replacement logs will be kept on an ongoing basis. The City of Pueblo will provide receipts upon requests.



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CLEANING POLICIES

Our main priority is protecting guests, employees, and the community. We will keep the utmost integrity and trust with all who are involved with our company. PMH is using products and policies compliant with federal, state, local, and corporate health guidelines to reduce and eliminate health risks. We are working diligently with our suppliers and distributing entities to keep an uninterrupted supply of these products.

Staff will keep on a tightly scheduled constant loop of disinfecting and cleaning of high-touch, high traffic areas. This will include all internal and external entrances and exits, restrooms, hallways, and event room, as well as high-touch equipment such as chairs, tables, and audio/visual before opening, throughout the day and events, and after closing. Visible schedules and time logs will be placed in and outside of restrooms and around facility to let guests and other employees know that the area has been cleaned in the time and manner stated.

CLEANING PROTOCOL

- All cleaning and disinfecting procedures will be documented. A cleaning supervisor will maintain a cleaning log.
- Touchless hand sanitizer stations will be added in high traffic areas.
- A standard overnight cleaning checklist will be followed each night after closing.
- Restroom cleaning schedules will be placed outside each restroom.
- Cleaning staff will receive training to ensure consistent and ongoing cleaning of major touch points within the venue which will be identified throughout.
- Cleaning staff will be highly visible during event days.
- Cleaning staff will be stationed in high gathering areas, to be available for quick touch-up cleaning if requested by attendees or exhibitors.
- Only EPA or NEA registered disinfectants will be used.
- All high touch areas will be disinfected during events every 15 minutes. This includes all door handles/knobs, faucets, countertops, and seated areas(when possible). All areas will be disinfected at the beginning and end of each non event day.

Together
AGAIN!

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CLEANING POLICIES

CLEANING PROTOCOL (continued)

- All disposable cleaning items, including gloves, used when both cleaning and disinfecting will be kept in a bag that can be tied closed. The bag will be disposed with other waste items.
- PMH employees are instructed to wash hands frequently and use hand sanitizer if a sink is not available.
- All seats will be thoroughly cleaned and disinfected prior to and after each event.



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FOOD AND BEVERAGE POLICIES

F&B PROTOCOL

- We will maintain a limited number of POS systems and menu offerings.
- Transactions will be cashless whenever possible.
- Plexiglass shields will be used to protect cashiers and guests.
- Waiting lines will be queued so that guests leave in a separate direction away from the food and beverage area instead of turning around and facing guests in line behind them.
- Markings will be installed to promote six (6) foot spacing between patrons in all lines.
- As many products as possible will be served wrapped or in a closed container.
- Prepackaged food and snacks (boxed pizza slices, wrapped sandwiches, etc.) will be served whenever possible.
- Draft beer sales will be temporarily halted, and beverages will only be sold in closed containers such as bottles or cans.
- When serving guests, F&B staff will place food and beverages on the counter instead of handing it directly to the guest.
- A sanitation team will wipe down stand counters frequently.
- PPE including masks and gloves will be provided to all employees.
- Some concession options will be limited.
- Hand sanitizer stations will be placed at all points of service and banquet locations.
- Pre-set items will be kept to a minimum.
- To avoid contact between individuals, no shared food items will be set at tables (water/iced tea pitchers, etc)



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OTHER IMPORTANT POLICIES

VENDOR POLICIES

Any outside vendor that enters the building will adhere to the following protocol.

- Facial coverings will be required.
- Temperature checks will be provided to vendors entering the building. Vendors with a temperature of 100.4 or above will be denied entry.
- A log book will be kept of every vendor that enters the PMH.

CASH AND CHECK HANDLING

We will continue to accept cash and checks as payments at our facility. Employees will either wash their hands or use hand sanitizer after handling cash or checks.

For other cash handling operations, employees will wear gloves. Once completed, the gloves will be disposed of, and the employee will wash their hands with soap and water or use hand sanitizer.

EVENT SPECIFIC PLANS

Each event will have a comprehensive health safety plan that will be submitted to the Pueblo City County Health Department in advance for approval.

Security personnel will be placed at each entry to collect contact information for contact tracing.



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AUDIO / VISUAL POLICIES

A/V PROTOCOL

- All A/V personnel will wear masks at all times.
- All A/V personnel will be expected to maintain adequate physical distancing between other staff members and guests.
- All shared equipment (microphones, tablets, podiums, chairs, tables, stands, etc) will be disinfected between uses and before and after each event.
- Performers and presenters will be kept a minimum of 25 feet from the audience, unless there is a physical barrier between the performer/presenter and the audience.
- In between performers/presenters, all equipment will be disinfected by an A/V staff member.



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GUIDELINES FOR QUARANTINE & ISOLATION

ISOLATION GUIDELINES

The CDC issued updated CDC Isolation Guidelines. The guidelines address when someone who had, or likely had, COVID-19 can be around others (i.e. end home isolation).

In short, the revised guidelines provide that if an individual thinks or knows they had COVID-19, CDC recommends home isolation until they meet the following criteria:

- At least 10 days have passed since symptoms first appears AND
- At least 24 hours have passed with no fever and without fever-reducing medication AND
- Other symptoms of COVID-19 are improving. ***Loss of taste and smell may persist for weeks or months after recovery and need not delay the end of isolation***

Most people do not require testing to decide when they can be around others. However, if your healthcare provider recommends testing, they will let you know when you can resume being around other based on your test results.

CDC's guidelines are fluid, so before following this guidance please visit the CDC website to confirm this guidance is still current.

QUARANTINE GUIDELINES

Is for healthy (symptom free), exposed employees. People generally need to quarantine when they have been closer than 6 feet to a person with COVID-19 for at least 15 minutes (though this depends on the exposure). quarantine lasts 14 days.

- Healthy, exposed people who developed symptoms during this quarantine period should get tested and begin isolation.
- Healthy, exposed people who don't develop symptoms, but who want to get tested, should wait at least 7 days have passed since they were with the sick person A negative test results does not clear a person to end quarantine and return to work. A negative test may have false, and the person may still become ill.
- If an employee tests positive for COVID-19, no one will be allowed near their work area for at least 48 hours (office staff). After the 48 hour period, the employees work area will be thoroughly disinfected.





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GUIDELINES FOR POSITIVE TESTS

IF AN EMPLOYEE WITHOUT SYMPTOMS TESTS POSITIVE FOR COVID-19:

They can be with others after:

- 10 days have passed since the date they had their positive test

If testing is available in the community, your healthcare provider may recommend that you undergo repeat testing for COVID-19 to end your isolation earlier than would be done according to the criteria above. If so, you can be around others after you receive two negative test results in a row, from tests done at least 24 hours apart.

If you develop symptoms after testing positive, follow the guidance for “I think or know I had COVID, and I had symptoms.”



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FREQUENTLY ASKED QUESTIONS

What are the current restrictions on event size?

Capacity levels will be limited in accordance with the 5 Star Program.

Will hand sanitizer stations be placed in event rooms for guest use?

Hand sanitizer stations will be present throughout the building, but we will not place them in meeting rooms. If an event planner would like to provide hand sanitizer stations in their contracted rooms, they are welcome to do so.

Are facial coverings required, and will the PMH provide them?

No, PMH will not provide facial coverings to guests, but all guests, employees, and vendors will be required to wear facial coverings at all times.

How will guests be encouraged to follow social distancing guidelines?

PMH will place signage throughout the building reminding guests to maintain proper physical distance. Additionally, room layouts, table settings, and lines will be arranged specifically to encourage physical distance between guests.

Will temperature checks be required for event guests?

All PMH employees, guests, and show management will be required to take a temperature screening prior to entering the building.

Together AGAIN!



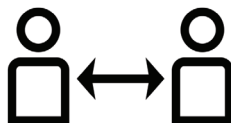
KEEPING OUR GUESTS SAFE

Pueblo Memorial Hall is committed to a safe re-opening and has created a comprehensive set of policies and procedures to protect our guests and staff.



FACIAL COVERINGS

All guests will be required to wear facial coverings when not eating.



SOCIAL DISTANCING

Room layouts and table settings will be adjusted to encourage proper physical distance between guests.



CLEANING

PMH has increased regular cleaning before, during, and after events, particularly in high-touch areas.



STAFF SCREENING

All PMH staff will go through a temperature screening prior to their shift, and adhere to strict hygiene standards.



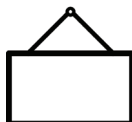
STAFF PPE

All PMH staff will wear facial coverings at all times. Additionally, all food service personnel will wear gloves at all times.



HYGIENE

PMH has increased the number of alcohol-based sanitizer stations throughout the building, located in prominent, easy-to-access areas.



SIGNAGE

Signage has been added throughout the building to remind guests of proper hygiene and ways they can help mitigate the spread of COVID-19.

