



MONONA
TERRACE

MONONA TERRACE COMMUNITY AND CONVENTION CENTER

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Monona Terrace COVID-19 Measures

The health and safety of guests and employees is our top priority. We have taken important steps to reduce the spread of the Coronavirus (COVID-19). Monona Terrace actively follows the Centers for Disease Control (CDC) for Business and Employers recommendations, and consults with Public Health Madison & Dane County.

Monona Terrace has established the following policies and procedures to ensure as safe an environment as possible for our guests and staff. We will continue to update our procedures based on CDC recommendations and as new best-practices for venues are determined.

Cleaning and Disinfecting

Monona Terrace has achieved the Global Biorisk Advisory Council® (GBAC) STAR™ accreditation, the gold standard for prepared facilities. Under the guidance of GBAC, a Division of ISSA, the worldwide cleaning industry association, we have implemented the most stringent protocols for cleaning, disinfection and infectious disease prevention. Please refer to the paragraph at the end of this document for additional information on this accreditation.

We follow CDC cleaning and disinfecting guidelines and have enhanced all of our cleaning and disinfecting procedures. We have detailed policies and checklists in place. Here is an overview of our cleaning and disinfecting measures:

We use the Clorox Total 360 Electro Static Sprayer and use the following **EPA certified disinfectants**:

- Microban 24 hour disinfectant
- Halt cleaner and disinfectant
- Monk Disinfectant Wipes

Custodial staff are required to clean and disinfect all frequently touched surfaces multiple times daily in the following locations:

Public areas (lobby and hallway): Door handles and push plates, handrails for stairs, ramps and escalators, elevator buttons-inside and out, countertops, tables and chairs, trash receptacle touch points, and bike rack or other barricades the public may touch.

Meeting Spaces: Staff will disinfect all seating areas and shared items (remotes, whiteboards, markers, tables, chairs, trashcans etc.) at the conclusion of every meeting. Frequently touch surfaces will be cleaned regularly including door handles and push plates. Audiovisual equipment will be disinfected after every event.

Restroom cleaning will include: All restrooms will be disinfected every hour, and at the beginning and end of each day. Surfaces cleaned include door handles and push plates, sink faucets, counters, toilet handles, lids of containers for disposal of women's sanitary products, baby changing stations, trash receptacle, and paper towel dispenser touch points. Doors will be propped open to discourage touching push plates.

General Gathering Spaces: Staff will clean and disinfect all tables and chairs.

Staff Work Spaces: Staff have been trained regarding physical distancing requirements and have disinfectant wipes for cleaning their work stations before and after each use. Frequent backhouse touch points will be cleaned by every employee after each use.

Break Rooms: Social distancing rules have been applied to all employee breakrooms at Monona Terrace. Staff are responsible for using disinfectant wipes to clean any surfaces touched both before and after each use. Staff must clean seating areas and shared items (faucets, microwaves, refrigerators, etc.) after each use.

Protective Measures

We have taken the following measures to reduce the risk of transmission of COVID-19 to our guests and employees.

General

- All guests and staff must wear a face covering
- Touch-free hand sanitizing stations are located in high traffic areas
- Room diagrams have been created with physical distancing of 6 feet between guests
- Clear, protective barriers have been installed at the guest information desk, reception desk and gift shop check-out

Guest Movement

- Building entrance doors are designated as “Enter only” or “Exit only” to limit cross traffic and help with physical distancing
- Entrance stairwells are designated as “Up only” or “Down only” to limit cross traffic and help with physical distancing
- Elevators are limited to two people at one time
- Interior doors are propped open so guests do not have to touch door handles or push bars
- Based on event attendance numbers and guest flow, public hallways will be divided with rope and stanchion for one-way traffic flow. Floor clings with directional arrows will be applied to the carpet to indicate the direction of travel
- Wall and floor clings are located throughout the building reminding people to maintain a physical distance of 6 feet from other guests
- Floor clings, spaced 6 feet apart, indicate where guests should wait when in line for the restrooms and elevators
- Signage is posted in high traffic areas reminding guests to:
 - Wash hands often with soap and water for at least 20 seconds, or use an alcohol-based sanitizer with at least 60% alcohol
 - Maintain physical distancing of six feet between individuals who are not members of the same living unit or household
 - Avoid touching eyes, nose and mouth with unwashed hands
 - Cover your cough or sneeze with a tissue, then throw the issue in the trash

Restrooms/Water Stations

- Restrooms have hands-free faucets, soap and paper towel dispensers
- “Please wash your hands” signs has been posted in all restrooms as a gentle reminder
- Some restroom stalls and sinks are unavailable to allow for 6 feet of physical distancing
- Touch-free water bottle fillers are located on each floor. Touch-button water fountains are unavailable

Isolation Room

- Should a guest or employee show symptoms after arriving at Monona Terrace and they are unable to leave immediately, they will be taken to a separate room that has been designated as the Isolation Room with hand sanitizer and disinfecting wipes available. Should the guest not have a face covering, one will be provided to them. An ambulance or family member will be called, based on the guest’s preference.

Building Systems

All building systems have been inspected including the following areas:

- Water System – all sinks, toilets and drinking fountains are flushed daily
- Fire Life Safety System has been tested and passed
- Air handling system are programmed to increase flow of outside air and removal of exhausted air through occupied spaces
- Air filters exceed ASHRAE recommendations (MERV 8 pre-filters and MERV 15 final filters)

Employees

The following policies and procedures have been developed to educate and train our employees about COVID-19, provide safety measures to prevent the spread of COVID-19 and to communicate what is required of each employee as they return to work.

Employee Education and Training Measures

Employees have been provided with the following materials and are required to acknowledge they have read and received these materials by initialing an Employee Log maintained by their supervisor:

- Hygiene policy
- Protective measures policy
- Cleaning policy
- List of symptoms of COVID-19 and what to do if they get sick are exposed to someone who has COVID-19

Employee Safety Measures

The following safety measures for employees have been implemented:

- Employees are instructed to stay at home if they are ill or have been exposed to COVID-19 and will follow the policies of what to do that have been provided to them
- Employees who are working in the building are:
 - Taking their temperature daily before coming to work (temperature must be less than 100 degrees Fahrenheit) and self-monitor for other COVID-19 symptoms. Employees will contact their supervisor immediately if they have a temperature or other symptoms.
 - Wearing a face covering
 - Wearing appropriate PPE (physical protection equipment) based on the work task hazard
 - Washing their hands for 20 seconds with soap and water several times throughout the day or using hand sanitizer with at least 60% alcohol content when a sink is not available in the area they are working
 - Keep 6 feet of physical distance between themselves and others unless a work task makes this impossible

Information on GBAC Star Accreditation

As the cleaning industry's only outbreak prevention, response and recovery accreditation, GBAC STAR™ helps organizations establish protocols and procedures, offers expert-led training and assesses a facility's readiness for biorisk situations. The program verifies that facilities implement best practices to prepare for, respond to and recover from outbreaks and pandemics. To achieve GBAC STAR™ accreditation, Monona Terrace was required to demonstrate compliance with the program's 20 core elements, which range from standard operating procedures and risk assessment strategies to personal protective equipment and emergency preparedness and response measures. Learn more about GBAC STAR accreditation at www.gbac.org.

About GBAC, a Division of ISSA

Composed of international leaders in the field of microbial-pathogenic threat analysis, mitigation, response and recovery, the Global Biorisk Advisory Council (GBAC), a Division of ISSA, provides training, guidance, accreditation, certification, crisis management assistance and leadership to government, commercial and private entities looking to mitigate, quickly address and/or recover from biological threats and real-time crises. The organization's services include biorisk management program assessment and training, Forensic Restoration® response and remediation, the GBAC STAR™ facility accreditation program, training and certification of individuals and consulting for building owners and facility managers.