



## **Buffalo Niagara Convention Center Health & Safety Promise**

To meet the health and safety needs of our customers, staff, guests, and all other visitors the Buffalo Niagara Convention Center (BNCC) is implementing a more comprehensive cleanliness and safety program, while inspiring consumer confidence, in partnership with industry experts and public health officials. At the very heart of this effort is our focus on providing a welcoming environment where our guests and employees feel safe and comfortable.

These measures will include the use of personal protective equipment (PPE), food safety measures, air quality control, surface cleaning, physical distancing, hand sanitizers, reduced touch points, contactless transactions, daily monitoring systems, special signage and more. We will be rolling out these details in the coming weeks and working with our clients to customize the program to their specific needs.

### **COVID-19 New York Department of Health & Erie County Information**

The New York Department of Health website (<https://coronavirus.health.ny.gov/home>) and the Erie County, Department of Health COVID-19 website (<https://www2.erie.gov/health/>) include information about positive cases, public health orders and sector-specific resources. We are collaborating with local government and Health Officials as well as with Visit Buffalo Niagara, hotels and travel partners to guarantee we are all prepared to welcome events back to Buffalo.

### **Buffalo Cares! Stay Safe Pledge**

Visit Buffalo Niagara (VBN) is working with Erie County's hospitality and tourism organizations, communicating a shared commitment to safety in accordance with guidelines and protocols set forth by the Center for Disease Control, the New York State and Erie County Departments of Health, and guidelines and protocols as set forth by our respective industries.

The Buffalo Cares: Stay Safe Pledge is a shared commitment to take necessary precautions for people to come together as safely as possible while following recommended health guidelines. Visit the VBN website at (<https://www.visitbuffaloniagara.com/buffalo-cares-stay-safe-pledge/>) to learn more about the pledge and the businesses participating.

## **Our Commitment to Your Health & Well-Being**

We prioritize the health and safety of attendees, exhibitors, staff, and business partners. In light of the dramatic changes to public health guidance due to the COVID-19 pandemic, we are updating or enhancing many of our cleaning and safety protocols to help ensure the safety and security of everyone who walks through our doors. Current plans and protocols are outlined below. We expect to build on these plans as new information becomes available to us and as we continue preparing to reopen for meetings and events.

- Hand sanitizer stations are located throughout the building and in close proximity to every meeting room door. The touch-free stations dispense an alcohol-based disinfectant.
- The BNCC is committed to achieving the Global Biorisk Advisory Council (GBAC) STAR accreditation for cleaning, disinfection and infectious disease prevention. GBAC is the leading trade association for the cleaning industry and STAR accreditation is endorsed by the International Association of Venue Managers (IAVM).
- Touch-points are disinfected on a continual basis during event hours and overnight. Touch-points include stairs and escalator handrails, door handles, door crash-bars, elevator and ATM buttons, house phones, concession stand counters and tables, cellphone/laptop charging stations, and common-area tables and benches.
- Restrooms are regularly and thoroughly disinfected during event hours. Restrooms feature touch-free soap dispensers, sink faucets, toilet fixtures, urinal fixtures and paper-towel dispensers. The touch-free designs reduce cross-contamination and encourage better hygiene.
- Plexiglass shields to be installed in various locations throughout the BNCC including but not limited to all food and beverage and high guest contact areas.
- There will be health and hygiene reminders placed throughout the venue to communicate proper practices for handwashing and sneezing, and reminders to avoid handshaking and touching their face. Also, instructions for guests who do not feel well and are experiencing any COVID-19 symptoms.
- Virtual site inspections will be encouraged. On-site inspections will be done with face masks and appropriate social distancing.
- Face masks will be required to be worn inside the BNCC. Guests may provide their own masks or Event Organizers may provide masks for their attendees. All employees, vendors and subcontractors will be required to use masks and any other necessary PPE Equipment.
- Documentation of all health and safety practices and any enhanced cleaning protocols will be recorded and maintained.

## **Social Distancing**

- Capacity charts for all exhibit halls, ballrooms and meeting rooms have been revised to allow for physical distancing standards in place at this time.
- All public areas will be configured to include wider aisles and orderly queues, where needed. Some walkways will be designated “one-way”.
- Where possible, public access doors will be designated as either entrance or exit only, to limit cross pedestrian traffic and personal contact.
- Per CDC recommendations social distancing should be followed on stairways and escalators and inside elevators, at event entrances, restrooms and concession areas.
- Not Feeling Well? We ask that for the safety of other guests and BNCC team members you stay home if you are not feeling well and we invite you to return when you are better.

## **Food & Beverage**

- Our staff has modified menus and safety measures in the front and back of house. Attendants are required for all buffets, food stations and beverage stations wearing gloves and masks when serving.

### Back of House

- o COVID-19 training is reviewed at the beginning of each shift.
- o Staff temperatures are taken upon arrival
- o Signs are posted to remind staff to wash/disinfect hands frequently and wear masks and gloves.
- o Kitchens are deep cleaned and sanitized one or more times daily.
- o Food preparation surfaces are sanitized at least once per hour, as well as non-food service areas such as faucets, door knobs, bathroom sinks and toilets.
- o Kitchens have been re-designed to meet physical distancing standards.
- o All staff are required to wear masks, gloves and hair nets.
- o Handwashing sinks and/or sanitation stations are located in all service areas.

### Front of House

- o Coffee service behind shield (no self service).
- o Continental breakfast served behind shield (no self service).
- o All buffets or food stations will be served behind shield (no self service).
- o Condiments individually packaged and disposable.
- o Flatware as roll ups or pre-packaged disposable ware.
- o All equipment sanitized before and after each use.
- o Linen placed for each meal function with gloved hands.

## **BNCC Team Members**

We are actively communicating with team members about their role in helping prevent the spread of germs, including thorough hand washing, avoiding contact with people who are sick and, of course, staying home if they are not feeling well. The following measures are now in place:

- Health screening and educating staff on the symptoms of COVID-19 and policies and procedures for maintaining a healthy workplace.
- Temperature checks will be performed prior to the start of any work shift.
- Social distancing practices, per CDC recommendations, will be followed by team members.
- Hand washing with soap and water for at least 20 seconds is vital to help stop the spread of virus and all team members have been instructed to wash their hands every 60 minutes and after any of the following activities: using the restroom, sneezing, touching face, blowing nose, cleaning, sweeping, mopping, smoking, eating, drinking and before and after starting a shift.
- Personal Protective Equipment (PPE) will be worn by our team members in adherence to state and local regulations and guidance.
  - o The BNCC requires team members to wear face masks whenever they are working. All employees will wear face masks until further notice; some staff will wear additional personal protective equipment suitable for their duties.
- Equipment disinfecting will occur prior to first use, between users and at the conclusion of each shift, including mops, brooms, dustpans, janitorial carts, trash receptacles and event specific tools.
- Daily pre-shift and timekeeping will be modified to minimize traffic and volume of staff in back of house areas, with hand sanitizer usage required before and after using a time clock.

## **Disinfectant Products**

- All disinfectants are on the EPA's Registered Antimicrobial Products for use against COVID-19.

## **Important Notice**

We have implemented enhanced health and safety precautions for you, other guests, the Licensee (your host) and our team members. You must follow all posted instructions while visiting the BNCC. An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness or death. According to the Centers for Disease Control and Prevention, senior citizens and guests with underlying medical conditions are especially vulnerable. By visiting the BNCC, you voluntarily assume all risks related to exposure to COVID-19. The BNCC is not liable for COVID-19 transmissions.

We are closely monitoring further guidance from the CDC, WHO, OSHA, the NYS Department of Health and the County of Erie Department of Health. We will continue to update this page as we prepare to reopen for events and can welcome you back!