

**ODEUM**  
*Expo Center*

**COVID-19  
READINESS  
PLAN**



## GENERAL STATEMENT

On behalf of the Odeum Expo Center, the practices identified below represent practical best efforts to proactively invest and keep our community safe when attending functions, events and sports competitions at our facility. We are committed to investing in protocols that give our guests the comfort and confidence to attend any function here at the Odeum. The outlined steps and initiatives in this Readiness Plan are intended to preserve the safety of our guests, clients and staff.

The Odeum will continue to follow the guidance of national, state and local agencies, as well as the directives of the CDC to develop these protocols. The input of local and regional medical and health partners will also play a significant role in forming the below policies.

## BUILDING SANITIZATION

- Increased scope and frequency of power washings and cleanings.
- Hand sanitizing stations will be available for guest and staff use around the venue.
- Additional staff positions may be hired to work each event pending event needs.
- The Odeum will pursue disinfectant-spraying for no-wipe cleaning of facility surfaces and the addition of disinfection devices in enclosed areas.

## STAFF PROTOCOLS

- Prior to entering the Odeum Expo Center, we will perform temperature checks for all full-time and part-time employees, interns and contracted third-party staff members.
- Staff members will be required to wear protective gloves and masks, as determined by current guidelines and recommended protocols.
- Staff will make the following changes for all guest interaction:
  - Physical contact and shaking hands with guests and other employees will be prohibited.
  - Protective masks, and gloves where necessary, will be required when interacting with guests.
  - Prior to the start of each shift, and continuing when appropriate, employees will be required to wash their hands and put on a new pair of gloves when required.
- Continuous employee training to educate the staff on new or updated guidelines and procedures.

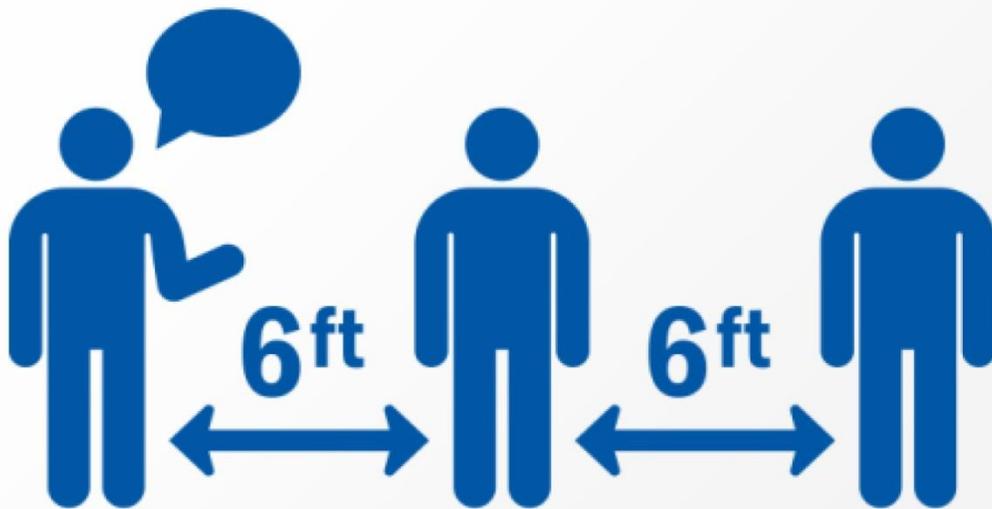
# UPON ENTERING THE ODEUM PLEASE FOLLOW GUIDELINES



**PLEASE HAVE  
A FACE COVERING**



**PLEASE WASH/  
SANITIZE YOUR HANDS**



**PLEASE MAINTAIN  
PROPER SOCIAL DISTANCING**

**DUE TO THE SAFETY CONCERNS  
REGARDING COVID-19,  
OCCUPANTS SHOULD ATTEMPT  
TO FOLLOW ALL GUIDANCE  
FROM THE CDC REGARDING  
PERSONAL SAFETY.**

- **DO NOT ENTER IF YOU HAVE A FEVER OR COUGH**
- **WASH YOUR HANDS THOROUGHLY & FREQUENTLY,  
OR USE HAND SANITIZER**
- **FACIAL MASKS REQUIRED (will not be provided)**
- **MAINTAIN SIX FEET OF DISTANCE BETWEEN  
YOURSELF & OTHERS AT ALL TIMES IF POSSIBLE**
- **COVER COUGHS & SNEEZES**
- **AVOID TOUCHING YOUR FACE**
- **ENTER AT YOUR OWN RISK**

For More Information Go to [www.CDC.gov/COVID19](http://www.CDC.gov/COVID19)



## **GUEST EXPERIENCE**

### **Building Flow**

- To promote proper social distancing, the lobby and select areas may be separated by stanchions and/or markers designating traffic flow.
- Stanchions and/or markers will be used in guest waiting lines to promote proper social distancing.

### **Medical Services**

- The Odeum will work closely with our security and EMS partners to implement strict protocols for medical services at the Odeum Expo Center.

### **Restrooms**

- Restrooms will be frequently cleaned and sanitized with disinfectant on all high-touch surfaces.
- Select stations will be marked or disabled to allow for proper social distancing.
- To promote touchless entry and exit, the exterior restroom doors on the upper level will be propped open.
- The Odeum will work towards adding more touchless products in the restrooms.

### **Concession Areas**

- The number of guests visiting the concessions will be limited based on recommended guidelines to promote social distancing.
- Stanchions and/or markers will be used in guest waiting lines to promote proper social distancing.
- Hawkers and/or Wait Service may be utilized for select events to reduce lines at the concession areas.



## ODEUM EXPO CENTER ENTRY AND EXIT

- Guests may be subject to temperature checks prior to entry and may be required to wear a protective mask, as determined by current state and local guidelines.
- Pending event scope, the Odeum will work with law enforcement and security personnel to ensure proper social distancing upon entry to the venue, including, but not limited to, walkways and sidewalks leading to the facility.
- Stanchions and/or spacing markers will be used in guest waiting lines to promote social distancing.
- When necessary, additional entry/exit doors will be utilized to create more space between guests entering/exiting the facility.
- When applicable, security practices placing staff within 6 feet of the guest will be replaced by new security protocols.

## SEATING

- To allow for proper social distancing, each event hosted at the Odeum Expo Center will revise the current seating manifest, decreasing the overall venue capacity.
- VIP, Skyboxes, and Sports Lounge areas will operate at reduced occupancy levels to promote social distancing.
- Designated rows and seats will be left vacant to maintain the proper distancing between guests.





## FOOD AND BEVERAGE

- The Odeum Expo Center will work with our concessionaire company, MG Concessions, to develop standards consistent with the new suggested guidelines.
  - All employees will be required to wear protective masks and gloves.
  - Additional staff positions may be hired specifically to disinfect surfaces before, during and after all events.
  - Condiments and similar items will be served using prepackaged servings as opposed to communal servings.
  - MG Concessions will explore the concept of “no contact concessions.”
  - When applicable, employees will serve all guests from buffets and condiment stations.

## TICKET PURCHASING AND CASHLESS PAYMENT OPTIONS

- Advanced purchases through the ticketing systems of most of the events we host, allow for print at home or digital delivery of tickets. This will limit the direct contact between staff and guests.
- To ensure the safety of our guests purchasing tickets at the Odeum, we will implement the following:
  - Select ticket windows will be closed for proper social distancing between guests.
  - Stanchions and/or space markers will be used for proper social distancing between guests.
  - If possible, depending on the event, box office personnel will email tickets to the guest’s electronic device. Printed tickets will be used in the absence of this option and/or an electronic device.



## **SAFETY COMMUNICATION AND MESSAGING**

- Social media and newsletter awareness campaigns will be published by the Odeum Expo Center, of which sign-up for both can be found at <https://odeumexpo.com/>.
- To promote proper cleanliness, social distancing, and health practices during events, the Odeum will run public address announcements when possible.
- The Odeum will post safety and instructional signage in highly visible areas throughout the venue.

## **THANK YOU**

- Thank you to our guests for their patience, loyalty and support through these challenging times.

