



Updated: July 2020



I. Overall Convention Center Re-Opening Plan Overview

The following plan is intended to be flexible and is subject to change as information and best practices continue to evolve. The plan's goal is to provide guidance and suggestions to planners helping to keep their guests safe during events at the Iowa Events Center. This plan was created with recommendations from the following sources:

- Spectra Corporate "Together Again!" Reopening Playbook
- President Trump's Opening Up America Again Guidelines
- Congress Problem Solving Caucus "Back to Work" Checklist
- Governor Reynolds guidelines and proclamations for the State of Iowa
- Iowa Department of Health & Iowa Department of Inspections & Appeals
- Recommendations from the CDC and the World Health Organization

II. Spectra and affiliate partners Employee Guidelines

Spectra and our venue partners (CSC, Markey's, vendors) have adopted the following enhanced policies for our staff:

- Stay at home if you are sick and avoid close contact with people who are sick
- Temperature checks upon arrival each day. Temperatures of 100.4 F and higher will not be allowed to work and will be sent home.
- Masks must be worn in all public areas of the Iowa Events Center. If performing a job function makes it necessary to remove a mask, you must social distance at a minimum of six feet.
- Shared workspaces have been spaced out and physical barriers used to separate employees where workspace is closer than six feet
- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol.
- Avoid touching your eyes, nose, or mouth with unwashed hands
- Follow appropriate respiratory etiquette, which includes covering for coughs and sneezes with your arm or a tissue, not your hand
- Social distance, allowing six feet between you and others when possible

III. Guidelines for Clients and Attendees

Clients and Attendees Guidelines

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol.
- Avoid touching your eyes, nose, or mouth with unwashed hands
- Follow appropriate respiratory etiquette, which includes covering for coughs and sneezes with your arm or a tissue, not your hand
- Social distance, allowing six feet between you and others when possible
- While not required, we strongly encourage masks if you are unable to be socially distant





Convention Center Policies

- Stay at home if you are sick and avoid close contact with people who are sick
- For their safety, at risk or vulnerable guests should remain home or take all necessary precautions when entering the facility

IV. Set-Up and Capacity Guidelines

The latest proclamation from Governor Reynolds allows public gatherings up to 100% capacity while allowing for social distancing. Because the Iowa Events center hosts many types of meetings and conventions, banquets, weddings, and live events we are committed to working with each event organizer on a customized plan to establish setups and capacities that allow you to host your event in as safe and effective manner as possible. ***Your dedicated Event Manager will work with you on a specific plan for your event as well as communicate with you any adjustments to our standard operating procedures that could affect your event.***

Round Table Capacities

- 72" round table should only be set for a maximum of (8) guests
- 66" round table should only be set for a maximum of (6) guests
- All tables should be spaced 6' apart (from chair backs)
- If the event attendees are commonly together such as co-workers, families (weddings) or galas (sold tables) increasing a round table to (10) guests may be discussed and approved based on the situation

Classroom Table Capacities

- 5' classroom tables set for no more than (1) person per table
 - If the event attendees come in pairs (spouses, co-workers) increasing the set to allow for (2) at each table may be discussed and approved based on the situation
- All tables should be spaced 6' apart (from chair backs)

Theatre Seating Capacities

- Chair rows placed 6' apart (from chair back to chair front)
- Isles at least 6' apart
- Chairs will be placed in rows with signage posted stating four chairs is 6 feet apart for proper social distancing

V. Event Guidelines

Consumer/Trade Shows

- Dedicated entrance and exit doors to each event space
- Hand sanitizer to be placed at entrance(s) and throughout space if available
- Vendor tables will be set 6 feet apart from one another
- Vendor and guest will maintain 6 feet socially distant when communicating
- Vendors are expected to wipe down any elements of their booths that are common touch points between guests
- Any lines associated to vendor hall (ticket sales, entrance, concessions, check out, etc.) will have holding spots of 6 feet on the floor





Convention Center Policies

- One-way aisles are encouraged
- Keeping a live count of guests entering and exiting may be required depending on estimated attendance and room capacity to ensure the space is not overcrowded
- Concession stand(s) placement will be determined based on floor plan and will be discussed with Catering Sales Manager, Event Manager and client to determine a placement that works best for flow and line formation
- A decrease in vendors may be necessary based on room capacity and estimated attendance
 - Work with Event Manager and decorator on floor plan and layout capacities

Receptions/Cocktail Hours

- Work with Event Manager on spreading out the floor plan as much as possible for reception spaces
- Cocktail tables scattered around space for small groups to mingle – avoid large groupings of people as much as possible
- Having table tent reminders on cocktail tables, tables, and/or furniture to help remind guests to social distance is recommended
- If a dance floor is not necessary/desired, avoid placing one in event space to avoid large group formations
 - If one is necessary/desired, create a large dance floor to allow guests to spread out

Meetings/Conventions

- Dedicated entrance and exit doors to each event space
- Hand sanitizer to be placed by entrance(s) and throughout event space or commonly trafficked areas if available
- Work with Event Manager to spread the floor plan out as much as possible
 - Table/chairs to be set according to 'Meeting Set-Up Guidelines' referenced above
- Consider allowing more time during breaks or staggering breaks among group(s) to allow for less people to congregate in restrooms, at refreshment stations, etc.
- Any lines associated to meeting (entrance, buffets, registration, etc.) will have holding spots of 6 feet on the floor
- Have table tent reminders on cocktail tables, tables, and/or furniture to help remind guests to social distance is recommended

VI. Cleaning and Social Distancing Implementations

Venue/Equipment

- Hand sanitizer stations located at:
 - All main entrances of the facility
 - All restrooms
 - Elevators and escalators
- Signage indicating the proper way to wash hands will be posted in restrooms
- Markings on floor by elevators, escalators, ATMs, entrances, etc. where a line may form to show proper 6' social distancing





Convention Center Policies

- Bathrooms and other heavily frequented areas will continue to be deep cleaned and sanitized before, during, and after an event

Food & Beverage

- Hand sanitizer placed near all food and beverage stations
- Signage indicating the measures put in place for guest and staff safety
- Marking on the floor for all lines
- Staff completing daily opening and closing cleaning logs
- Managers hosting regular meetings with team members to ensure expectations of service standards

Bar Service

- Hand washing station at all bars
- Bartenders to wear gloves at all times
- Two Bartender System – One makes the transaction, one facilitates beverage service
- Sanitizer on all bar front for guest to wipe credit card and/or hands
- Bar tops to be cleaned every 15 minutes during the event
- Disposable glassware when possible
- Markings on the floor where a line may form to show proper 6' social distancing

Buffet Service

- All Buffets must be single sided and served by attendants
- All attendants and servers to wear gloves at all times.
- Sneeze guards should be used
- Utilize stanchions to keep guests 3' from buffet foots
- Hand Sanitizer
- Signage stating precautions that are being taken for guest and staff safety
- Iowa Events Center Staff will release guests to the buffet to minimize lines and congestion
- Markings on the floor where a line forms to show proper 6' social distancing

Banquet Service

- Tables should not have presets. This includes salt and pepper shakers, sugar caddies, condiments and food items to include salads, bread service and dessert.
- Servers to wear gloves at all times.
- Salads should be pre-dressed, or dressing served in a ramekin
- Bread service served on an individual plate with butter
- Silverware should be rolled and placed on the table after the guest is seated
- Beverage service should be serviced and brought to the tables
- Glassware should have a paper lid placed on top
- No bussing stations should be visible or in the guest areas. All dishes and silverware will be taken immediately to the kitchen.

