

# HEALTH & SAFETY GUIDELINES



# INTRODUCTION

Will Rogers Memorial Center and the City of Fort Worth are committed to providing exceptional experiences which begins by ensuring the health and safety of our employees and visitors.

The facility's proactive cleaning and sanitation protocols will be enhanced, at every touch point, following the recommendations that are being provided by state, city and local public health authorities and the Centers for Disease Control (CDC). In addition, we are working closely with many of our partner organizations and top clientele.

Our goal: find the best practices across all industries and then vet those practices with public health and medical health safety professionals to ensure we are at the forefront of health and safety for our employees and customers.

The virus that causes COVID-19 can be spread to others by infected persons who have few or no symptoms. Even if an infected person is only mildly ill, the people they spread it to may become seriously ill or even die, especially if that person is 65 or older with pre-existing health conditions that place them at higher risk. Because of the hidden nature of this threat, everyone should rigorously follow the practices specified in these protocols, all of which facilitate a safe and measured reopening of Texas. The virus that causes COVID-19 is still circulating in our communities. We should continue to observe practices that protect everyone, including those who are most vulnerable.

On April 27th, Texas Governor Abbott issued an order that now supersedes local orders and restrictions, thereby beginning a phased-in re-opening of businesses. The City of Fort Worth will continue to work with the Governor's office to ensure that his phased approach is executed thoughtfully in Fort Worth.

Phase 1 of the Governor's Open Texas plan includes reopening of restaurants, retailers, museums, libraries and movie theaters at a maximum of 25% of their listed occupancy, churches and places of worship with expanded capacity and single person offices. Phase 2 will be introduced in mid-May if favorable health data is available. We do not yet know if large gatherings and events will be included in Phase 2 or a later phase of the reopening plan. Once large gatherings and events are introduced in the reopening plan, we will plan our opening date and confirm the event schedule.

Phase 2 of the Open Texas plan introduces equestrian shows and rodeos as allowed activities and spectators are permitted provided that indoor venues limit the number of spectators to no more than 25% of the total listed occupancy of the venue. Based on this, we partially reopened on June 1, 2020.

Effective June 3, 2020, Phase 3 of the Open Texas plan increased allowable venue capacity to 50% of the total listed occupancy. This phase also expanded to include all event organizers provided they can follow the mandated protocols for social distancing, health screening and reducing contact.

# OVERVIEW

## 1 Employee & Guest Health

The health and safety of our employees and guests is our number one priority.

**Physical Distancing.** Guests will be advised to practice physical distancing by standing at least six feet away from other guests while standing in lines, using elevators and escalators or moving around the property. Café and banquet tables and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.

**Hand Sanitizer.** Hand sanitizer dispensers will be placed at key guest and employee contact areas such as entrances, lobbies, concourses, main barn aisles, concessions stands and cafes and restrooms.

**FOH Signage.** There will be health and hygiene reminders throughout the property and in barns with special attention in restrooms, concourses, lobbies and other high traffic areas. Main entrances will have signage communicating COVID-19 symptoms and asking everyone to take personal responsibility for preventing disease spread.

**BOH Signage.** Signage will be posted throughout the property reminding employees of the proper way to wash hands, sneeze and to avoid touching their faces.

**Employee & Guest Health Concerns.** Our employees have been given clear instructions on how to respond swiftly and appropriately to all presumed cases of coronavirus infection on property in accordance with local guidelines, and they will be ready to provide full support to our guests addressing any health concerns. Employees are reminded to stay home if they do not feel well. Employees are also instructed to contact a manager if they notice a coworker or guest with flu like symptoms.

**Case Notification.** If we are alerted to a case of COVID-19 at the facility, we will work with the local health authorities and we will follow the appropriate steps to take with guests. We will conduct an additional cleaning and disinfecting protocol of all areas that the guest has been during their visit.

## 2 Employee's Responsibilities

City of Fort Worth employees are the first line of defense for an effective health and sanitation program.

**Temperature & Health Screening.** Facility employees, contractors and service providers will have their temperature and health screened within thirty minutes of clocking in or arriving for their shift. Anyone with an elevated temperature greater than 99.5° will be checked twice and, if still elevated, will be sent home. All facility employees are reminded to stay home if they do not feel well.

# OVERVIEW

**Hand Washing.** Proper and frequent handwashing with soap is vital to help combat the spread of virus. All WRMC employees will wash their hands every 60 minutes (for 20- seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving a building, going on break and before or after starting a shift.

**COVID-19 Training.** All employees will receive training on COVID-19 safety and sanitation protocols with more comprehensive training for our teams with frequent guest contact including Event Services, Food & Beverage, Barn Operations and Security. Signage will be posted BOH reminding employees of the proper way to wash hands, sneeze and to avoid touching their faces as well as to practice physical distancing by standing at least six feet away from guests and others whenever possible.

**Personal Protective Equipment (PPE).** Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be provided. Every employee entering the facility will be provided a mask and gloves and required to wear the PPE while on property depending on the job duty.

# GUEST ARRIVAL

## 3 The Guest Journey

### Guest Arrival

#### Personal Vehicle (self-park lots and garages)

- Hand sanitizer dispensers will be available at each point of entry and/or elevator landing.
- Elevator landing and stairwell handrails will be disinfected throughout the day
- Attendants will wear masks and gloves when working with guests

#### Recreational Vehicle (RV lots)

- Individual hand sanitizer bottles will be provided to guests upon arrival and check in with staff.
- All cable connections and pedestals will be wiped down and sanitized between each use.

#### Inside the WRMC

- Building entrances will have signage communicating COVID-19 symptoms and asking everyone to take personal responsibility for preventing disease spread
- Elevator landing and stairwell handrails will be disinfected throughout the day
- Elevators will be limited to 4 people at a time
- Guests will be asked to keep 2 escalator steps between the next person
- Facility employees will wear masks and gloves when working with guests
- Doors will be placed open to limit touch, when practical
- Portable touchless hand sanitizer dispensers will be available
- Signage throughout the common areas with special attention to restrooms and public concourses reminding everyone to practice social distancing and good hand hygiene

#### Event Registration or Ticket Purchase

- Lines will be created with 6' spacing marked on the floor.
- Portable touchless hand sanitizer dispensers will be available.
- All desk staff will be instructed to use all necessary PPE including a cloth face covering and gloves if exchanging paperwork or payments with exhibitors.
- Ticketless ticketing systems are encouraged.

### Equine/Livestock Guest Arrival

#### Exhibitor Check-in at Show, Stall and Shavings Offices

- Lines will be created with 6' spacing marked on the floor.
- Individual hand sanitizer bottles will be provided to guests upon arrival and check in with staff.
- Show producers will be encouraged to accept all required paperwork either online or electronically including health papers and scratches or additions made on site and to provide all class sheets, schedule updates and draws via text or email.
- Show producers are discouraged from permitting exhibitors to day-haul during the event rather than renting horse stalls.
- All office staff will be instructed to use all necessary PPE including a mask or approved cloth face covering and gloves as needed for guest contact.
- All barns are sanitized fully, including horse stalls, wash stalls and cattle ties, prior to horses and livestock arriving.
- Wash stalls are sanitized hourly during the show.
- Main barn aisles are swept and sanitized hourly during usage.

# SAFETY PROTOCOLS

## 4 Cleaning Products and Protocols

Our facility uses cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria, and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE is available.

Public Spaces and Communal Areas. The frequency of cleaning and disinfecting has been increased in all public spaces including an emphasis on frequent contact surfaces including elevators and elevator buttons, door handles, public bathrooms, ATMs, escalator and stair handrails, dining surfaces, show, stall and shavings office counters.

High Traffic Areas. Meeting and banquet spaces, lobbies, concourses, concession stands and bars, cafes, offices and barns will each have area-specific cleaning guidelines and protocols that meet or exceed all local or national authority recommendations.

Back of House. The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the employee break rooms, employee entrances, employee restrooms, loading docks, offices, concession stands and the kitchen.

Shared Equipment. Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes a phones, radios, computers and other communication devices, payment terminals, golf cars and other vehicles, kitchen gadgets, engineering tools, cleaning equipment, keys, time clocks and all other direct contact items used throughout the facility. The use of shared food and beverage equipment in office pantries (including shared coffee brewers) will be discontinued.

Air Filter and HVAC cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased and the amount of air exchange will be maximized to increase external air flow into the building.

## 5 Physical Distancing

Guest Queuing. Any area where guests queue will be marked with proper distancing this includes registration desks, show, stall and shavings offices, ticket sales, concession stands and bars.

Cafes. All cafes will reduce seating by 50% to allow for a minimum of six feet between each table.

Arenas and Auditorium. Arenas and the Auditorium with fixed seating will be operated to maintain proper distancing and attendance limits based on CDC and state recommendations and restrictions. Reserved seating will be used or additional usher staff will be required to guide guest seating.

# SAFETY PROTOCOLS

Meeting and Banquet Spaces. Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and state recommendations. Self-serve buffet style food service should be suspended and replaced by alternatives such as attendant-served buffet, boxed or plated meals.

Trade Show and Exhibit Spaces. Trade show booth set-up arrangements will allow for physical distancing between booths based on CDC and state recommendations. Wider aisles will be maintained whenever possible. When not possible, a 10' aisle will be maintained as one-way traffic flow only.

Barns. Horse stalls, cattle tie and livestock pens should be assigned to allow for physical distancing between farms, trainers or owners. Multiple assignments on the same aisle should have alternate access points to eliminate the need for cross traffic. Schedule horse and livestock arrivals and departures as much as possible to limit contact between people. Discourage seating areas in barns to limit congregating. Prohibit grooms and barn staff from sleeping in horse stalls/barns and recommend the use of cameras in barn areas instead.

Back of House. Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces and other high-density areas in order to ensure six feet of separation between employees.

# DEPARTMENTAL SANITIZATION POLICIES

## WRMC OPERATIONS

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### 6 Welcome Center, Office Services, Lost & Found

#### Employee PPE & Hygiene

- a) See General Requirements.
- b) Employees to leave Lost & Found at outside the door of the Welcome Center during business hours.
- c) Facility employees, contractors and partners to have temperature checked within thirty minutes of clocking in or arriving for their shift.

#### Cleaning & Disinfecting

- a) Counters and equipment cleaned after each transaction and at least once per hour.
- b) Sanitize (fogger/mist) all shipments arriving to the dock or Welcome Center.
- c) Vending machines (break rooms) to be sanitized at least once per hour.

#### Physical Distancing Protocol

- a) Eliminate all inter-office envelope and small package delivery services by adding additional locker banks.
- b) Enforce six-foot physical distancing minimums with visitors or customers.
- c) Use e-mail for all guest transactions whenever possible.

#### Guest Considerations

- a) Require event organizers to pick up own packages rather than WRMC staff delivering them.
- b) Provide a sanitization kit in office to use every time a guest has accessed the area.

### 7 Stagehand and Auditorium Operations

#### Employee PPE & Hygiene

- d) See General Requirements.

#### Cleaning & Disinfecting

- a) All FOH high traffic areas and restrooms to be sanitized hourly.
- b) Electrostatic sprayers/foggers to be used on completed set-ups, dressing rooms and restrooms prior to the event, during breaks and overnight.
- c) Offices, desks, counters, workspaces and stage equipment (including sound and lighting boards and ClearCom) to be sanitized at least once per hour or upon a new employee using the equipment.
- d) BOH stair handrails, door handles and restrooms to be sanitized at least once per hour.

#### Physical Distancing Protocol

- a) Additional staff or ushers will be required to control attendance in dressing rooms.
- b) A custom seating manifest will be used to maintain proper distancing for guests.
- c) Additional ushers will be required to enforce proper distancing.
- d) Controlled egress by section or row to encourage distance.

#### Guest Considerations

- a) 6' spacing marked for lines for ticket, merchandise and food and beverage sales.
- b) Reduced seating capacity to maintain proper distancing.
- c) Bottled beverages sold in concessions and bulk food item sales discontinued.

#### Equipment Requirements

- a) Fog Machines



# DEPARTMENTAL SANITIZATION POLICIES

## 8 Barn Operations

### Employee PPE & Hygiene

- a) Employees to use proper PPE based on their interaction with employees and/or guests.
- b) Show staff, judges and officials should have temperature checked upon arrival each day.
- c) Exhibitors, trainers and barn staff should have temperatures checked at paddock or arena entrances.

### Cleaning & Disinfecting

- a) All high traffic areas (restrooms, entrance doors and handles, arena doors, hand rails, etc.) sanitized at least once per hour; guest contact areas in each sanitized after each use
- b) All employees to be provided personal size hand sanitizer and wipes to keep on them during their shifts.
- c) Employees to continue to sanitize all horse stalls, wash stalls, cattle ties and barn aisles between events and increase to hourly for wash stalls, water handles and main aisles.
- d) Restroom and barn overhead and guest doors to remain open, wherever possible, to minimize contact and increase air circulation.
- e) Forced-air ventilation and air returns in all barns in use to be maintained at all times at maximum capacity.

### Physical Distancing Protocol

- a) One employee or guest per golf car unless *immediate* family members.
- b) Use contactless delivery of shavings with forklifts whenever possible.
- c) Maximum of 1 employee in a shavings or RV office and door will remain closed and locked.
- d) Provide touchless credit card terminal for payment; where not available, contact should be minimized.
- e) 6' spacing marked and maintained for lines to shavings, show or stall offices.

### Guest Considerations

- a) Show producers will be encouraged to accept all required paperwork either online or electronically including health papers and scratches or additions made on site and to provide all class sheets, schedule updates and draws via text or email.
- b) Exhibitors will be recommended to sanitize own stall doors and equipment regularly during an event
- c) Welcome packets of hand sanitizer and wipes, masks/face covering and gloves provided to each guest would be recommended for show producers.

### Equipment Requirements

- a) Personal Hand Sanitizers
- b) Personal Packs of Disinfecting Wipes
- c) Foot Pulls (install on man doors where possible)

# DEPARTMENTAL SANITIZATION POLICIES

## 9 Event Services and Public Areas

### Employee PPE & Hygiene

- a) See General Requirements.

### Cleaning & Disinfecting

- a) Event Attendants to sanitize the following areas at least once per hour:
  - Elevators
  - Building entry doors
  - Escalator handrails
  - Stair handrails
  - Concourse seating
  - Exterior and interior benches
  - Trash bins
  - Restrooms
- b) Minimize contact with guests while cleaning areas.
- c) Electrostatic sprayers to be used on completed set-ups, public areas and restrooms prior to an event, during breaks and overnight.
- d) Restroom doors to remain open, wherever possible, to minimize contact.

### Physical Distancing Protocol

- a) 6' spacing marked for lines for ticket sales, registration desks and concession sales.
- b) 15'-20' aisle spacing will be maintained whenever possible. When using 10' aisles, one-way traffic must be controlled with additional event staff.

### Guest Considerations

- a) Capacity and access for consumer shows will be controlled with proper spacing in waiting lines.
- b) Water fountains will be covered and unavailable

### Equipment Requirements

- a) Cordless Fogger Guns

## 10 Shavings and RV Sales

### Employee PPE & Hygiene

- a) See General Requirements.
- b) Sanitize hands after each guest interaction and payment transaction.

### Delivery

- a) Use contactless delivery with forklifts whenever possible.
- b) Staff to wear gloves as part of PPE when handling individual bags for delivery.
- c) Sanitize handles, knobs, cage locks, cages and stock room surfaces at least once per hour.

### Physical Distancing Protocol

- a) Limit of one guest at a time at the window and maintain a waiting line with 6' distance marked on the floor.
- b) Maximum of 1 employee in a shavings or RV office and door to remain closed and locked.

# DEPARTMENTAL SANITIZATION POLICIES

## 11 Sales & Event Coordination

### Employee PPE & Hygiene

- a) Employees to carry individual packages of sanitizing wipes while conducting onsite inspections.

### Cleaning & Disinfecting

- a) Sanitize conference room doors, tables, chairs light switch and other equipment after each use.

### Physical Distancing Protocol

- a) Seating capacities and floor plans to be reviewed on an event by event basis to ensure physical distancing and CCFD regulations are met.
- b) Site inspections and meetings will be done virtually and/or appropriately physically distanced.

### Guest Considerations

- a) Provide example physically distanced floor plans and seating manifests.
- b) Post signage outside of meeting and meal events reminding guests of appropriate physical distancing guidelines.

# FOOD & BEVERAGE GUIDELINES

## 12 Cafes and Concessions

### Employee PPE & Hygiene

- a) All employees to wear masks while on duty and require employees to wear gloves when handling ready-to-eat foods and to change gloves in-between tasks.
- b) All employees must be current on their Food Handler and/or Food Manager Certifications: <https://www.statefoodsafety.com/CustomPortal/FortWorth#/>.
- c) Hand washing protocols and glove replacement to occur after each guest interaction or handling of utensils, glassware or dishes that a guest has touched; at a minimum in line with CDC recommendations and SNHD requirements.
- d) Touchless hand sanitizer dispensers to be added to service stations.

### Cleaning & Disinfecting

- a) Managers to ensure sanitization protocols are being followed at appropriate intervals and log critical/time stamp touch points.
- b) Service stations, service carts, beverage stations, counters, handrails and trays to be sanitized at least once per hour and logged by a manager.
- c) POS terminals to be assigned to a single server, only where possible, and sanitized between each user and before and after each shift.
- d) Dining tables, bar tops, stools and chairs to be sanitized after each use with a spray disinfectant and disposable towels (no reusable linen).
- e) Condiments to be served in single use containers (either disposable or washed after each use).
- f) Disinfect any items that come into contact with customers.
- g) Pens and all other reusable guest contact items to be either sanitized after each use or single use.
- h) Sanitize all open bottles of liquor and wine at the end of a shift or change of bartender.

### Physical Distancing Protocol

- a) The line flow at concession stands will be managed to ensure coffee and food pick up areas remain appropriately physically distanced.
- b) Tables to be set with a minimum of six feet between each table.
- c) Acrylic protective barriers to be installed at all permanent concession stands.
- d) Provide touchless credit card terminals for payment; where not available, contact should be minimized.

### Guest Considerations

- a) Touchless hand sanitizer dispenser at each concession stand, bar and quick serve counter.
- b) All self-serve condiments and utensils to be removed and available from cashiers.
- c) All straws to be wrapped.
- d) Single use paper cups for beverage will be provided (no refills).
- e) Prepackaged plastic flatware will be provided.

### Equipment Requirements

- a) Acrylic dividers for concession stands.

# FOOD & BEVERAGE GUIDELINES

## 13 Catering & Banquets

### Employee PPE & Hygiene

- a) See General Requirements.
- b) All employees must be current on their Food Handler and/or Food Manager Certifications: <https://www.statefoodsafety.com/CustomPortal/FortWorth#/>.

### Cleaning & Disinfecting

- a) All shared equipment and meeting amenities to be sanitized before and after each or single use if not able to be sanitized.
- b) All linen, including underlays, to be replaced after each use.
- c) Clean and soiled linens to be transported in sanitized plastic bags into and out of the meeting rooms.
- d) Disinfect any items that come into contact with customers.

### Physical Distancing Protocol

- a) All buffet and self-serve style events to be postponed until further notice.
- b) All food and beverage items to be individually plated and served or individually boxed.
- c) Coffee and other break items to be attended and served by a server.
- d) Flatware to be provided as a roll-up.
- e) Condiments to be served in individual PCs or washable individual containers.
- f) Seating capacities and floor plans to be reviewed on an event by event basis to ensure physical distancing and CCFD regulations are met.
- g) Tables to be set for a maximum number of guests based on size:
  - 36" Cocktail Round: two guests
  - 72" Round: five guests
  - 8' Decrease by two guests on each side

### Guest Considerations

- a) Encourage meeting groups to provide individual hand sanitizers as part of welcome/registration amenities.
- b) Develop examples of physically distanced floor plans for sales and event coordinator use.
- c) Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines and adjusted room capacities.

### Equipment Requirements

- a) Hand sanitizer dispenser at each meeting room in use.

## 14 Kitchen

### Employee PPE & Hygiene

- a) All culinary employees to wear aprons and hats (in addition to the general mask and glove requirements).

### Cleaning & Disinfecting

- a) Add hands free soap dispensers, faucets and paper towels dispensers to hand washing stations where not yet installed.
- b) All food and beverage product to be removed from original packaging and sanitized in the back of house corridors before entering the kitchens.
  - USDA and CDC recommendations to be followed when available

# FOOD & BEVERAGE GUIDELINES

- c) Storage containers to be sanitized before and after each use.
- d) Food preparation stations to be sanitized at least once per hour.
- e) Test sanitizer solution at least every two hours.
- f) Kitchen to be deep cleaned and sanitized each night.

## Physical Distancing Protocol

- a) N/A

## Equipment Requirements

- a) Cordless Fog Machine
- b) Hands Free Handwashing Equipment

# SERVICE PARTNER GUIDELINES

## SECURITY, PARKING AND SERVICE PARTNERS

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### 15 Security Operations

#### Employee PPE & Hygiene

- a) All employees to be provided personal size hand sanitizer and wipes to keep on them during their shifts.
- b) Officers posted at entrances to remind guests to sanitize upon entry/exit to the building.

#### Cleaning & Disinfecting

- a) All contact surfaces to be sanitized at the completion of an incident or report (in addition to standard hourly sanitization protocols).
- b) Shift managers will assign specific responsibilities and ensure proper protocols are followed.

#### Physical Distancing Protocol

- a) Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense or intervening in an altercation).
- b) Security Officers to assist with enforcing physical distancing protocols in guest queuing areas as required.

#### Guest Considerations

- a) Security Officers to familiarize themselves with sanitizer and PPE distribution points for guests (when provided by show producer) and employees.

### 16 Parking Operations

#### Employee PPE & Hygiene

- a) See General Requirements.
- b) All employees to be provided personal size hand sanitizer and wipes to keep on them during their shifts.
- c) Change gloves or sanitize hands after each guest contact.

#### Cleaning & Disinfecting

- a) All parking booths and entrance and exit touch control panels to be sanitized hourly.

#### Physical Distancing Protocol

- a) Maintain proper distance from guest.
- b) Provide touchless credit card terminals; where not available, contact should be minimized.

#### Guest Considerations

- a) Credit card transactions are recommended.

### 17 Electrical and Data/Internet Service Providers

#### Employee PPE & Hygiene

- a) See General Requirements.
- b) All employees to be provided personal size hand sanitizer and wipes to keep on them during their shifts.
- c) Change gloves or sanitize hands after each guest contact.

#### Cleaning & Disinfecting

- a) Equipment and service connections provided should be sanitized once set-up is completed.

#### Physical Distancing Protocol

- a) Maintain proper distance from guest.
- b) Provide touchless credit card terminals for payment; where not available, contact should be minimized.

#### Guest Considerations

- a) Credit card transactions or online service ordering is recommended.



# ENTRY SCREENING & REPORTING PROTOCOL

- 18** Temperature and health screening will be required for all employees, contractors and service providers prior to starting their work shift. Temperature checks would also be encouraged for clients and customers. If an individual refuses the temperature reading, they will be denied entry to the property and provided a COVID-19 information card. Employees and customers are also encouraged to self-screen before entering the facility for any of the following signs or symptoms:
- Cough
  - Shortness of breath or difficulty breathing
  - Chills
  - Repeated shaking with chills
  - Muscle pain
  - Headache
  - Sore throat
  - Loss of taste or smell
  - Diarrhea
  - Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
  - Known close contact with a person who is lab confirmed to have COVID-19
- 19** If an individual is experiencing the above symptoms or has a temperature above 99.5° (checked twice), they will be denied entry to the property and provided a COVID-19 information card.
- 20** If an attendee becomes ill with COVID-19 symptoms during an event, provide an isolated location and the individual with a surgical mask. Require them to wear the mask at all times. Have the Staff member also don the proper PPE, if not already. Staff member should remain with but should avoid close contact with patient. Contact the Manager on duty at 817-991-8497.
- a. Close contact is defined by the Office of the Medical Director (MedStar) as being within approximately 6-feet, or within the room or care area for a prolonged period of time, of a COVID-19 patient while not wearing appropriate PPE; caring for, living with, visiting or sharing a healthcare waiting area or room with a COVID-19 patient, having direct contact with infectious secretions of a COVID-19 case. (e.g. being coughed on ) while not wearing recommended PPE.
- 21** If the individual wants to go to the hospital, call 911 to request transport. Notify the call taker the patient is a potential COVID-19 patient.  
*Note: Be prepared to justify reasoning to call taker. If the first responders find the patient has both Clinical Features and Epidemiologic Risk, be prepared for the staff member to also be transported.*
- 22** If the patient is transported, notify Fort Worth's Joint Emergency Operation Center Duty Officer 817-392-8866. (Close off area where patient was held)  
The EOC will make notifications:
- Tarrant County Public Health
  - CDC
  - Additional First Responders
    - EMS/Medstar
    - Fire Department
    - FW Police
- NOTE: At this point, we will follow directives from Tarrant County Public Health Department and City of Fort Worth Office of Emergency Management officials. Based on these instructions, we will also:
- Notify the Meeting Planner(s) and/or Show Producer(s)
- 23** Based on guidance from Tarrant County Public Health, assist with the disinfection/cleaning of all affected areas, rooms, spaces.

## 24 Research & Guidance

THE GOVERNOR'S REPORT TO OPEN TEXAS

<https://gov.texas.gov/uploads/files/organization/opentexas/OpenTexas-Report.pdf>

TDEM - GA-20 "Essential Services" & "Reopened Services"

<https://tdem.texas.gov/essentialservices/>

ECOLAB Cleaning and Disinfecting Guidance - Food Service

a) 21 Slide Power Point presentation

ECOLAB Cleaning and Disinfecting Guidance - Hospitality

a) 22 Slide Power Point presentation

ECOLAB Regulatory FAQ'S

a) 7 Page document of frequently asked questions regarding cleaning solutions, PPE and surfaces

CDC Guidance Documents

<https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html?Sort=Date%3A%3Adesc>