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# INTRODUCTION & OVERVIEW



Trail Drive Management Corp. (TDMC), the not-for-profit operating entity of Dickies Arena, is committed to providing an exceptional experience for all, which begins with providing steps dedicated to the health and safety of our team members, performers, patrons and guests.

In light of the recent outbreak of COVID-19, TDMC's already high standards of cleanliness have been enhanced to provide the safest experience for all who visit Dickies Arena. The Health and Safety Guidelines share the measures taken in response to the COVID-19 Pandemic. These guidelines will be reviewed regularly by the TDMC Health Protocol Committee, and will be updated as necessary.

TDMC has created various levels, ranging from Level 1 (Normal Operations) to Level 4 (Strict Social Distancing Measures), under which the arena will operate. Factors including the current case numbers in Fort Worth, Tarrant County and Texas; event size and magnitude; and promoter guidance may be used to determine the level at which the venue will operate for each individual event. This guide is meant to provide an overview of the measures taken, rather than to include all steps at all four levels. A combination of measures from various levels could also be incorporated for an event.



# GUIDELINES & PROCEDURES

## TDMC TEAM HEALTH

The health and safety of our TDMC team and our guests is our number one priority. Our employees are the first line of defense for an effective health and sanitation program. The requirements below are not intended to be an all-inclusive list, but rather a set of guidelines that will shift depending on the situation. TDMC employees are expected to follow these guidelines to allow other employees, contractors, vendors, visitors, event promoters, patrons and all other guests arriving at Dickies Arena to be in as safe of an environment as possible.

### COVID-19 TRAINING

Prior to re-entering the building following the shutdown, all employees will receive mandatory training on the venue's COVID-19 safety and sanitation protocols. Additional training for team members who have a greater guest-facing role may be provided.

### PERSONAL PROTECTIVE EQUIPMENT (PPE)

Appropriate PPE will be worn by all employees depending on their roles and responsibilities in the venue. A washable cloth mask will be provided by TDMC for all full and part time team members and should be worn in accordance with the current City of Fort Worth and State of Texas guidelines. Employees will have the option to use latex gloves, and depending on the specific job function, some employees may be issued additional PPE.





## **TDMC TEAM SCREENING AND ENTRY**

### **TEMPERATURE CHECK**

All employees will be required to go through a temperature screen before entering the arena.

### **ENTRANCES AND ACCESS**

The number employee entrances will be limited as much as possible. The exact number will be determined by the number of employees working, call times as well as other activities occurring in and around the Arena. Hand sanitizing stations will be provided at all employee entrances for use upon arrival. Employees will be strongly encouraged to only access areas of the arena that they have a working function. Employees will be strongly encouraged to follow signage posted on rooms and areas of the arena that have been disinfected. If part of their job requires access to those areas, a supervisor must be notified, and proper notification given to the Event Manager and Operations Department.

### **HAND WASHING**

Employees will be reminded to frequently wash hands. These reminders will occur at the start of all shifts during briefings and may be broadcast in an “ALL CALL” over two-way radios. Depending on specific job function, some employees will follow more strict handwashing protocols as related to that specific job function.

### **REPORTING PROTOCOL**

If it is discovered that an employee has contracted COVID-19, TDMC will conduct an extensive contact tracing investigation to determine where in the Arena the employee has been in the last 14 days and what other employees they have come in contact with in the last 14 days. Once those locations are determined, they will be properly disinfected. All employees who came in contact with the infected employee will be asked to self-quarantine for 14 days and provide daily updates of their condition. They will also be strongly encouraged to get tested for COVID-19.



# GUEST EXPERIENCE

## ARRIVAL AT DICKIES ARENA

In addition to maintaining Dickies Arena's parking spaces, TDMC's parking department oversees the Will Rogers Memorial Complex and several museums within the Cultural District. Because of this, guests can expect a consistent response throughout the campus, and the parking department will work closely with TDMC's housekeeping and operations team to maintain the same standards of cleanliness in the parking lots as are expected within the venue.

Parking booths will be sanitized throughout the day and completely disinfected at the end of each shift. Pre-paid parking into some lots will be available through Ticketmaster to encourage minimal contact when arriving at Dickies Arena parking lots. TDMC team members will maintain a 6' distance as much as possible.

Guests will be visually directed in terms of where to park, and parking spaces may be intentionally left open to maintain physical distancing.

## ENTERING DICKIES ARENA

As guests approach the venue, they will see the exterior signage sharing the updated venue policies. In addition to physical signage, announcements will be audible to accommodate guests with sensory challenges and different language skills.

Guest services team members will walk along the lines at ingress and be visible on the plaza and near entrances to be friendly faces and to communicate the health and safety guidelines as they enter and move through the arena.

## ADDITIONAL SAFETY MEASURES AND EXPECTATIONS

Depending on the event, guests could be directed to specific entrances based on seat location. Additionally, they may be encouraged to stay within certain areas of the arena based on their seat location. Bag policies – whether no bags or clear bags are permitted – may change depending on the current situation as well. These decisions will be different for each event and will be communicated to guests before and upon their arrival.

Special use rooms, such as the venue's two nursing mothers' rooms and the sensory needs room, will be locked. However, guests looking to access these spaces can check in at a guest services location, and a representative will assist. Housekeeping team members will be deployed to sanitize the special use rooms between each guest.

Guests will be strongly encouraged to practice physical distancing when using the escalators, and TDMC team members will be placed at all landings to help escalator flow. Elevators will be for ADA use only, and only the ADA guest and one companion will be allowed access onto the elevator.

Guests should be prepared for potential changes in egress at the end of an event. Guests could be asked to exit the arena in a 'church style' egress procedure in which patrons are asked to remain seated and wait for an usher to dismiss rows individually. Any such changes in egress procedures will be announced and communicated at the beginning and end of the event.

Some areas may have cash only lines, including the Dickies Arena box office, concessions stands, parking booths, etc. Guests will be encouraged to use credit or debit cards to minimize contact, but patrons will be allowed to use cash as an option.



# SAFETY PROTOCOLS

## CLEANING PROTOCOL

The below overview is intended to be a general description of equipment, chemicals and regular process that will occur at all levels. This is not intended to be an all-inclusive list of all products, equipment, chemicals and processes utilized in Dickies Arena, but rather a general guide specific to the COVID-19 Response Plan.

### SANITIZING PRODUCTS

TDMC uses cleaning products and protocols that meet EPA guidelines and are approved for use against fighting viruses, bacteria and other airborne and bloodborne pathogens. Various multi-purpose disinfectant cleaners, electrostatic sprayers and fluid spill kits are in use at Dickies Arena, and all necessary PPE for protection and proper sanitization are regularly in use.

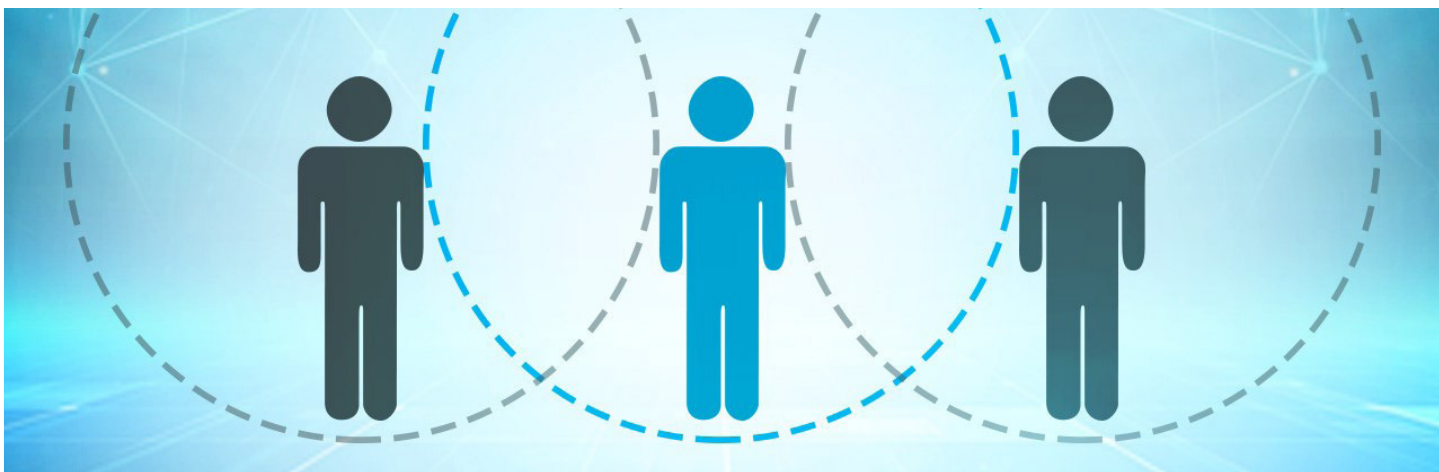
Hand sanitizer dispensers with a solution of at least 60% alcohol are placed throughout Dickies Arena for all employees, attendees, promoters, artists, and other occupants of the venue.

### PUBLIC FACING AREAS

The frequency of cleaning and disinfecting has been increased in all public-facing spaces. Dedicated housekeepers will sanitize high touch points throughout Dickies Arena before, during and after events. These spaces include bathrooms – with high touch point areas such as stall doors, flushing devices, railings, toilet paper dispensers and baby changing stations – as well as concourses, elevators, seating areas, dining areas, the Dickies Arena box office and concessions stands. Continued increased cleaning and disinfectant application for high touch points such as door handles, elevator buttons, railings, etc., will be in place. Areas will be regularly disinfected throughout the duration of an event.







## PHYSICAL DISTANCING

Physical distancing measures will be in place throughout the venue. Guests should anticipate 6' distancing messaging on the venue concourses, at concessions stands, in the Dickies Arena box office, in bathrooms and elsewhere. Guests are expected to abide by the 6' guidelines for their safety and the health and safety of all patrons. Floor markings may be in place to provide guidance to keep distance and move throughout the venue safely.

Guests should anticipate reduced capacity seating throughout the venue in dining spaces, based on the current regulations in place. We will alter our capacities as needed based on those regulations.

Some areas may have propped doors to minimize contact. This could include access into the box office and into the venue itself. Guests are asked to follow the instructions on posted signage and verbal instructions from TDMC employees.

### TICKETING PLAN

Seating capacities may be established with limited spacing, or with spacing of 6 feet, between parties to allow for physical distancing protocols. Each event is unique in its configuration and set-up and is often dependent on guidance from the event promoter. Specific seating capacity maps will be created for each event.

## BACK OF HOUSE PROCEDURES

Each event is unique and will require different measures and procedures to be safely and successfully executed. TDMC will do what is necessary to follow guidelines presented by tours, shows, teams and leagues within reason and in accordance with current city, county and state regulations.

Temperature screenings and PPE are strongly encouraged for all back of house (BOH) personnel, including, but not limited to, the tour, production staff, stagehands, promoters, teams, officials and accompanying parties. Handwashing stations and hand sanitizer will be available to all BOH personnel. Dressing rooms and locker rooms will be disinfected and locked down before the arrival of the visiting tour, show or teams. Signage will be placed in BOH areas to promote physical distancing protocols as well as proper hygiene techniques. Access to the performer's hallway will be strictly limited.

# FOOD & BEVERAGE GUIDELINES

Food & beverage operations will continue to maintain high standards of compliance with current health and safety regulations throughout front and back of house areas. The team will continue to follow and implement all recommended safe food handling practices as communicated by the local health departments and will ensure regular cleaning of all food service equipment, production and service areas. The guidelines below are based on the current situation and may be adjusted accordingly, depending on the event and the situation.

## CONCESSION STANDS AND PORTABLES

Distancing guidelines will be provided for guests while waiting in line, and all food and beverage items will be served in covered or closed vehicles. Garnishes will only be provided upon request and will be served in protected vessels. All contact surfaces will be cleaned in between guest transactions.

Condiment stations will be outfitted with individually dispensed utensils and wrapped straws, and all bulk items such as ketchup will be removed. Individually packaged alternatives will be issued with items at the point of purchase. All fresh items traditionally available, such as jalapenos will be removed and made available upon request at our concession stand locations.

## RESTAURANT AREAS

Seating will be adjusted within all restaurant and dining spaces to maintain physical distancing guidelines in place at the time of the event. Distancing will be maintained at the host stand and during the seating process. All service items will be removed from each table and brought as needed throughout the dining experience, and menus provided will be disposable. Guests will have the option of being served in disposable drinkware, and traditional place settings will be replaced by roll-ups to limit exposure of utensils. Food item transport will be done with caution to limit exposure to elements.

## SUITES & LOGE BOXES

Given the uniquely private nature of these operating areas within the arena, discussions will be had directly with individual suite and loge box holders regarding available changes to their arena experience in their private spaces and will be implemented as desired. Traditional shared guest experiences will be modified to ensure guest safety.



## PRIVATE EVENTS

All dedicated private event spaces and all associated furniture and equipment will be sanitized between every event. Options as they pertain to event set-up, service style, staffing levels, etc. will be outlined for and discussed with every host. Selected practices will be implemented and executed as desired.

## KITCHENS AND BACK OF HOUSE

All delivery and/or service personnel must comply with and meet the venue requirements prior to being allowed entry. Goods will continue to be checked for quality by trained staff who will wear gloves and face masks at the point of receipt.

All culinary employees will wear aprons and hats in addition to mask and glove PPE requirements, and time driven apron changes will be implemented throughout each shift to limit potential exposures. Handwashing timers will be implemented to ensure a minimum frequency of handwashing throughout the venue, and basic handwashing practices will continue to be followed. Station sanitation timers will be implemented to ensure a minimum frequency of sanitation for all contact surfaces and equipment.



# PUBLIC COMMUNICATIONS & MESSAGING

The Trail Drive Management Corp COVID-19 Community Relations Plan is part of the larger COVID-19 Response Plan for the venue. This plan specifically addresses how Trail Drive Management Corp and team members will effectively communicate to guests attending upcoming events at Dickies Arena, the Fort Worth community, and media members in relation to the COVID-19 pandemic.

## DICKIES ARENA WEBSITE & SOCIAL MEDIA CHANNELS

Patrons should refer to the Dickies Arena website, where the most up-to-date information will be displayed. Currently, all events impacted by the COVID-19 Pandemic are listed on the home page. As the venue opens, the event safety guidelines will be displayed on the home page and on the specific event page. Guests should note that each event may have slightly varying guidelines, depending on attendance, the promoter's guidance and other factors.

Guests can also refer to Dickies Arena's social media channels, including Facebook, Twitter and Instagram. These platforms will echo the same messaging and will share in a timely manner prior to events.

## MEDIA COMMUNICATION

As Dickies Arena prepares to re-open, TDMC staff will work closely with the media to communicate the current health and safety protocols in place.

## PRE-EVENT COMMUNICATION

Consistent messaging will be shared to our guests before they arrive for their first event. Communication should be expected via the website, through Dickies Arena's pre-event emails and in cooperation with Ticketmaster, the venue's ticketing partner. The messaging will be specific toward each event, based on the level at which the venue is operating. Messaging for each event may vary slightly, so direct, digital communication is crucial to prepare guests for their arrival to the venue.

## DURING EVENT COMMUNICATION

Guests should expect communication throughout their entire journey at Dickies Arena, beginning with their parking experience and continuing through the entry of the venue, their seating experience and any potential interaction with food & beverage. Additionally, static and digital signage will be prominently displayed in and around the venue to communicate current guidelines and requirements of the venue's guests.



All purchasers of tickets for events at Dickies Arena receive a post-event email inquiring about their experience and asking for any feedback in terms of how to improve for the future. Surveys will be edited to include questions regarding updated health and safety protocols.

Should an infected individual attend an event, it is imperative that TDMC communicates this messaging to guests who were also in attendance. This can be approached in two ways: a blanket email to all ticket purchasers saying that they may have been in contact with an infected individual, or a targeted email to guests who were more likely to have come in contact with that individual. This can be targeted by seat or section location, depending on the situation.

TDMC will be proactive and transparent through messaging. This will encourage guest compliance and create more comfort for guests when determining whether to return to Dickies Arena. Messaging will promote health guidance without being intimidating.



# REFERENCE MATERIALS

## EXPLANATION OF COVID-19

Coronavirus disease (COVID-19) is an infectious disease caused by a newly discovered coronavirus.

Most people infected with the COVID-19 virus will experience mild to moderate respiratory illness and recover without requiring special treatment. Older people, and those with underlying medical problems like cardiovascular disease, diabetes, chronic respiratory disease, and cancer are more likely to develop serious illness.

The best way to prevent and slow down transmission is be well informed about the COVID-19 virus, the disease it causes and how it spreads. Protect yourself and others from infection by washing your hands or using an alcohol-based rub frequently and not touching your face.

The COVID-19 virus spreads primarily through droplets of saliva or discharge from the nose when an infected person coughs or sneezes, so it's important that you also practice respiratory etiquette (for example, by coughing into a flexed elbow).

At this time, there are no specific vaccines or treatments for COVID-19. However, there are many ongoing clinical trials evaluating potential treatments.

\*Information provided by the World Health Organization

### KNOW ABOUT COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.

### KNOW HOW COVID-19 IS SPREAD

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose or eyes.



## **PROTECT YOURSELF AND OTHERS FROM COVID-19**

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.

## **PRACTICE SOCIAL DISTANCING**

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.

## **PREVENT THE SPREAD OF COVID-19 IF YOU ARE SICK**

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-share, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.

## **KNOW YOUR RISK FOR SEVERE ILLNESS**

- Everyone is at risk of getting COVID-19
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.

\*Information Provided by Center for Disease Control

# **ADDITIONAL RESOURCE MATERIALS**

Additional resource materials referenced include, but are not limited to:

## **LOCAL**

- Texas Governor Greg Abbott's Executive Orders GA-1 through GA 28
- Governor Abbott's Strike Force to Open Texas
- Open Texas Checklists, including:
  - Checklist for Fine Arts Performance Halls
  - Checklist for Rodeo and Equestrian Events
  - Checklist for All Employers
  - Checklist for Restaurants
  - Checklist for Bars

## **FEDERAL**

- Center for Disease Control and Prevention
- Published materials at [www.coronavirus.gov](http://www.coronavirus.gov)